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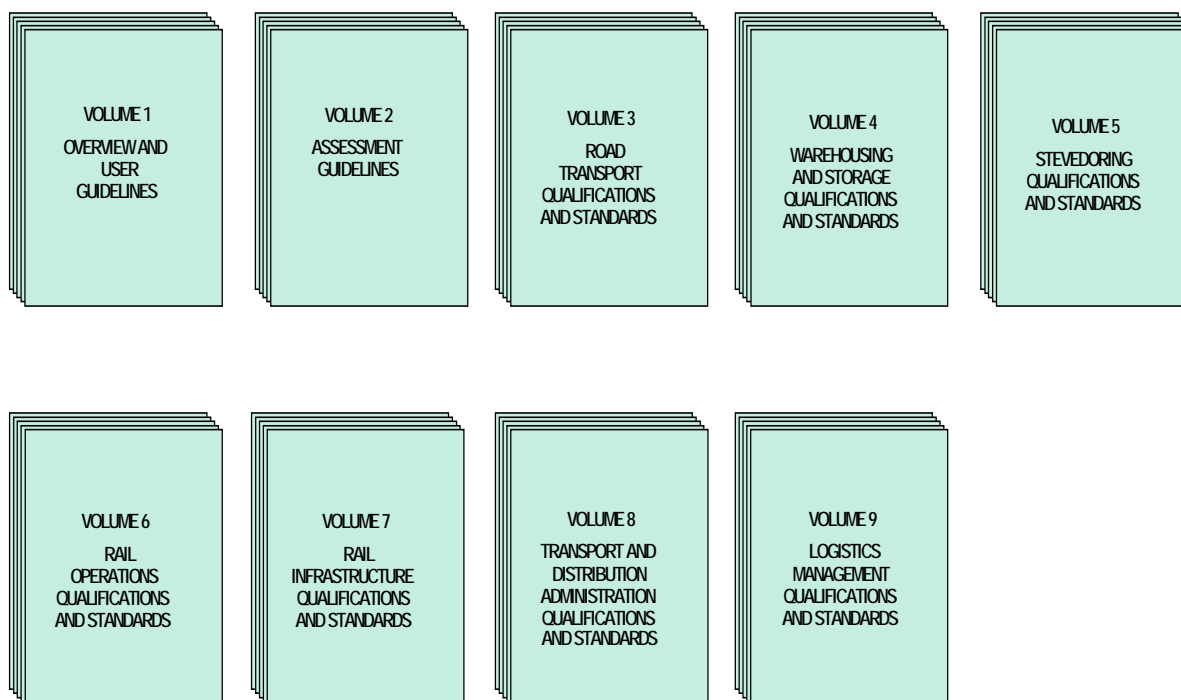
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INTRODUCTION

CONTENTS OF OTHER VOLUMES IN THE ENDORSED COMPONENTS OF THE TRAINING PACKAGE

The Transport and Distribution Training Package (Code TDT02) is organised into nine volumes for the convenience of users. The contents of each volume are summarised below:



VOLUME 1 OVERVIEW AND USER GUIDELINES

- 1.1 What is a Training Package?
- 1.2 A Guide to the Organisation of the Training and Distribution Training Package
- 1.3 Scope of the Transport and Distribution Training Package
- 1.4 The Processes for the Development and Review of the Training Package
- 1.5 Licensing and Regulatory Considerations
- 1.6 Summary of the Changes Made as a Result of the Review of the Training Package
- 1.7 Common Units across Sectors
- 1.8 Importing of Units from Other Training Packages

VOLUME 2 ASSESSMENT GUIDELINES

- 2.1 Introduction
 - 2.1.1 What are Assessment Guidelines?
 - 2.1.2 Training And Regulatory Requirements In The Transport And Distribution Industry
- 2.2 Assessment System Overview
 - 2.2.1 Benchmarks for Assessment
 - 2.2.2 Australian Recognition Framework Assessment Requirements for RTOs
 - 2.2.3 Mutual Recognition
 - 2.2.4 Partnership Arrangements
 - 2.2.5 Recording Assessment Outcomes

VOLUME 2 ASSESSMENT GUIDELINES cont.

- 2.2.6 Reporting Assessment Outcomes
 - 2.2.7 Quality Assurance Mechanisms
 - 2.2.8 Licensing Requirements
 - 2.2.9 Assessment Pathways
 - 2.2.10 Recognition of Prior Learning and Current Competency
 - 2.2.11 Assessment of Imported Units
 - 2.2.12 Review and Maintenance of the Assessment System
 - 2.3 Assessor Requirements
 - 2.4 Designing Assessment Resources
 - 2.5 Conducting Assessments
 - 2.6 Further Sources
 - 2.6.1 General Resources
 - 2.6.2 Specific Assessment Resources
- APPENDIX 1 Regulatory Requirements Applicable to the Transport and Distribution Industry and their Implications for Assessment within the Training Package
-

VOLUME 4 WAREHOUSING AND STORAGE QUALIFICATIONS AND STANDARDS

- 4.1 Introduction to Warehousing and Storage Qualifications and Standards
 - 4.2 Warehousing and Storage Qualifications
 - 4.3 Warehousing and Storage Standards
 - 4.4 Importing of Units into Warehousing and Storage Qualifications
 - 4.5 Warehousing and Storage Contextualisation Statement
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VOLUME 5 STEVEDORING QUALIFICATIONS AND STANDARDS

- 5.1 Introduction to Stevedoring Qualifications and Standards
 - 5.2 Stevedoring Qualifications
 - 5.3 Stevedoring Standards
 - 5.4 Importing of Units into Stevedoring Qualifications
 - 5.5 Stevedoring Contextualisation Statement
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VOLUME 6 RAIL OPERATIONS QUALIFICATIONS AND STANDARDS

- 6.1 Introduction to Rail Operations Qualifications and Standards
 - 6.2 Rail Operations Qualifications
 - 6.3 Rail Operations Standards
 - 6.4 Importing of Units into Rail Operations Qualifications
 - 6.5 Rail Operations Contextualisation Statement
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VOLUME 7 RAIL INFRASTRUCTURE QUALIFICATIONS AND STANDARDS

- 6.1 Introduction to Rail Infrastructure Qualifications and Standards
 - 6.2 Rail Infrastructure Qualifications
 - 6.3 Rail Infrastructure Standards
 - 6.4 Importing of Units into Rail Infrastructure Qualifications
 - 6.5 Rail Infrastructure Contextualisation Statement
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VOLUME 8 TRANSPORT AND DISTRIBUTION ADMINISTRATION QUALIFICATIONS AND STANDARDS

- 8.1 Introduction to Transport and Distribution Administration Qualifications and Standards
- 8.2 Transport and Distribution Administration Qualifications
- 8.3 Transport and Distribution Administration Standards
- 8.4 Importing of Units into Transport and Distribution Administration Qualifications
- 8.5 Transport and Distribution Administration Contextualisation Statement

VOLUME 9 LOGISTICS MANAGEMENT QUALIFICATIONS AND STANDARDS

- 9.1 Introduction to Logistics Management Qualifications and Standards
 - 9.2 Logistics Management Qualifications
 - 9.3 Logistics Management Standards
 - 9.4 Importing of Units into Logistics Management Qualifications
 - 9.5 Logistics Management Contextualisation Statement
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Each Competency Standards manual includes the framework which details the requirements for completion of a qualification, under the Australian Qualification Framework.

The Transport and Distribution Training Package is subject to continuous improvement with new occupational areas and industry sectors being included as industry identifies the need. Before commencing any form of training or assessment, you must ensure delivery is from the *current version* of the Training Package.

To ensure you are complying with this requirement:

- Check the Print Version Number found just below the copyright statement on the imprint page of your current Training Package
- Contact TDT Australia:

TDT Australia
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West Melbourne VIC 3003

Telephone: (03) 9320 4242
Fax: (03) 9320 4243
E-mail: tdt@tdtaustralia.com
Website: <http://www.tdtaustralia.com>

- Access the TDT website (as above) and check the latest Print Version Number, which is displayed on the Training Package order form.

In addition, user's comments and feedback on any aspect of the Training Package is encouraged and can be provided via the TDT web site.

The National Training Information Service <http://www.ntis.gov.au> also displays any changes in units of competency and the packaging of qualifications.

The modification history is also available on the website of Australian Training Products Limited: <http://www.atpl.net.au/>.

AUSTRALIAN QUALIFICATIONS FRAMEWORK

The Transport and Distribution Training Package provides significant flexibility to Registered Training Organisations, enterprises and individuals in packaging units together which lead to a qualification. This level of flexibility reflects the multiple job roles, enterprise requirements and changing technological nature of the industry.

It is expected, however, that users of this Training Package will select units which, packaged together, provide a coherent qualification, inclusive of all the competencies necessary to fulfil occupational requirements. Importantly, the flexibility of packaging available within the qualifications framework must be considered within the responsibility of individuals, enterprises and/or industry codes of practice necessary at an occupational level.

In packaging units together to form a training program, users should be aware of requirements set out in the Transport and Distribution Assessment Guidelines, and the Australian Quality Training Framework. The qualification framework within this manual provides the units available within each qualification level and requirements for completion of a qualification.

TDT10202 CERTIFICATE I IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate I in Transport and Distribution (Road Transport)

Rationale:

A general qualification for the Road Transport Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 1.

Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities most of which may be routine and predictable.

Requirements for completion of the Qualification:

A successful assessment outcome for a total **7 units** aligned at AQF 1 comprising:

- at least 5 units and up to 7 units from those listed below, and
- up to 2 suitable units drawn with appropriate contextualisation from either other Transport and Distribution Certificate I qualifications, or other relevant endorsed Training Packages

FIELD	UNIT
A Handling Cargo/Stock	TDTA197B Secure Cargo
B Equipment Checking and Maintenance	TDTB2401A Clean Transportation Units and Facilities for Passenger Use TDTB2801A Maintain and Use Hand Tools TDTB3101A Clean Up Plant, Equipment and Worksite
C Driving Vehicle	TDTC197B Drive Vehicle TDTC1398B Ride Courier/Delivery Bicycle
D Load Handling	TDTD197B Shift Materials Safely Using Manual Handling Methods TDTD297B Shift a Load Using Manually-operated Equipment
E Communication and Calculation	TDTE397B Participate in Basic Workplace Communication TDTE597B Carry Out Workplace Calculations
F Occupational Health and Safety	TDTF197B Follow OHS Procedures TDTF297B Conduct Housekeeping Activities TDTF997B Conduct Cleaning Operations in Enclosed Spaces
G Teamwork	TDTG197B Work Effectively with Others
I Customer Service	TDTI297C Apply Customer Service Skills
L Resource Management	TDTL197B Complete Workplace Orientation/Induction Procedures
O Security	TDTO297B Follow Security Procedures

TDT20202 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate II in Transport and Distribution (Road Transport)

Rationale:

A general qualification for the Road Transport Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 2.

Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Requirements for completion of the Qualification:

A successful assessment outcome for a total **14 units**, comprising:

(a) **7 units** aligned at AQF 2 made up of:

- at least 5 units and up to 7 units from those listed below (aligned at AQF 2), and
- up to 2 suitable units (aligned at AQF 2) drawn with appropriate contextualisation from either other Transport and Distribution Certificate II qualifications, or other relevant endorsed Training Packages

and

(b) **7 units** aligned at AQF 1 made up of:

- at least 5 units and up to 7 units from those listed for the Certificate I in Transport and Distribution (Road Transport) (aligned at AQF 1), and
- up to 2 suitable units (aligned at AQF 1) drawn with appropriate contextualisation from either other Transport and Distribution Certificate I qualifications, or other relevant endorsed Training Packages

FIELD	UNIT
A Handling Cargo/Stock	TDTA397B Connect and Disconnect Reefer Units
	TDTA997B Complete and Check Import/Export Documentation
	TDTA1197B Package Goods
	TDTA1397B Receive Goods
	TDTA1497B Use Product Knowledge to Complete Work Operations
	TDTA2197B Despatch Stock
	TDTA2297B Participate in Stocktakes
B Equipment Checking and Maintenance	TDTB197B Check and Assess Operational Capabilities of Equipment
	TDTB397B Carry Out Vehicle Servicing and Maintenance
	TDTB497B Carry Out Vehicle Inspection
	TDTB797B Carry Out Maintenance of Trailers
	TDTB897B Carry Out Inspection of Trailers
	TDTB2901A Use and Maintain Minor Mechanical Equipment
	TDTB7301A Clean Road Tankers
C Driving Vehicle	TDTC297B Drive Light Rigid Vehicle
	TDTC397B Drive Medium Rigid Vehicle
	TDTC997B Drive Taxicab
	TDTC1298B Ride Courier/Delivery Motorcycle
	TDTC2501A Operate Four Wheel Drive Vehicle

TDT20202 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)
(continued)

D Load Handling	TDTD397C	Handle Dangerous Goods/Hazardous Substances
	TDTD497B	Load and Unload Goods/Cargo
	TDTD797B	Prepare Cargo for Transfer with Slings
	TDTD1097B	Operate a Forklift
	TDTD1297B	Operate Specialised Load Shifting Equipment
	TDTD1397B	Move Materials Mechanically Using Automated Equipment
	TDTD1697B	Load and Unload Explosives and Dangerous Goods
	TDTD1897B	Handle Furniture and Effects
	TDTD1997B	Pack and Unpack Cartons during a Removal
	TDTD2198B	Use Specialised Bulk Transfer Equipment (Dry)
	TDTD2298B	Conduct Weighbridge Operations
	TDTD2998B	Prepare Articles for Delivery
	TDTD4501A	Operate Specialised Light Load Shifting Equipment
	PRMWM15A	Move Waste Using Load Shifting Equipment
	PRMWM44A	Identify Wastes and Hazards
E Communication and Calculation	TDTE197B	Present Routine Workplace Information
	TDTE701A	Use Communication Systems
	TDTE897B	Process Workplace Documentation
	TDTE1498B	Compile and Process Export Documentation
	TDTE1701A	Undertake Initial Removal Survey
F Occupational Health and Safety	TDTF697B	Apply Accident-Emergency Procedures
	TDTF1097B	Apply Fatigue Management Strategies
	TDTF1297B	Apply Safe Procedures when Handling/Transporting Dangerous Goods or Explosives
	TDTF1801A	Operate and Maintain Fire-Fighting Equipment
	HLTFA1A	Apply Basic First Aid
	PRMWM11A	Respond to Waste Emergency
G Teamwork	TDTG701A	Work in a Socially Diverse Environment
H Route Planning and Navigation	TDTH197C	Interpret Road Maps and Navigate Pre-determined Routes
	TDTH398B	Prioritise Courier/Delivery Operations
I Customer Service	TDTI698B	Provide Freight Forwarding Services to Customers
	TDTGCSO01A	Create Customer Relationship
	TDTGCSO02A	Deal with Customer Feedback
	TDTGCSO04A	Meet Customer Needs and Expectations
	TDTGCSO06A	Address Customer Needs
J Quality	TDTJ197B	Apply Quality Procedures
K Computers and Technology	TDTK197B	Use Infotechnology Devices and Computer Applications in the Workplace
	TDTK397B	Apply Keyboard Skills
	TDTK798B	Perform Electronic Data Interchange (EDI) to Transmit Shipping Documentation

TDT20202 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)
(continued)

L Resource Management	TDTL898B	Complete Routine Administrative Tasks
	TDTL3101A	Monitor and Process Attendance Records
O Security	TDTO398B	Undertake Loading and Unloading in a Designated Secured Environment
	TDTO1198B	Provide Revenue Protection Measures
	TDTO1398B	Administer Security of Assets and Facilities
Q Financial Management	TDTQ197C	Conduct Financial Transactions
	TDTQ798B	Prepare and Process Financial Documents
	TDTQ998B	Conduct Courier/Delivery Cash Transactions
	TDTQ1101A	Maintain Petty Cash Account
	TDTQ1201A	Sell Products and Services
U Environment	TDTU701A	Care for the Environment

TDT30202 CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate III in Transport and Distribution (Road Transport)

Rationale:

A general qualification for the Road Transport Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 3.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgment is required in the selection of equipment, services or contingency measures and within known time constraints.

Requirements for completion of the Qualification:

A successful assessment outcome for a total **21 units**, comprising:

- (a) at least **5 units** and up to **7 units** aligned at AQF 3 made up of:
- at least 3 units and up to 7 units from those listed below (aligned at AQF 3), and
 - up to 2 suitable units (aligned at AQF 3) drawn with appropriate contextualisation from either other Transport and Distribution Certificate III qualifications, or other relevant endorsed Training Packages

and

- (b) at least **7 units** and up to **9 units** at AQF 2 made up of:
- at least 5 units and up to 9 units from those listed for the Certificate II in Transport and Distribution (Road Transport) (aligned at AQF 2), and
 - up to 2 suitable units (aligned at AQF 2) drawn with appropriate contextualisation from either other Transport and Distribution Certificate II qualifications, or other relevant endorsed Training Packages

and

- (c) **7 units** aligned at AQF 1 made up of:
- at least 5 units and up to 7 units from those listed for the Certificate I in Transport and Distribution (Road Transport) (aligned at AQF 1), and
 - up to 2 suitable units (aligned at AQF 1) drawn with appropriate contextualisation from either other Transport and Distribution Certificate I qualifications, or other relevant endorsed Training Packages

FIELD	UNIT
A Handling Cargo/Stock	TDTA297B Maintain Container/Cargo Records
	TDTA497B Process Receipt and Delivery of Containers and Cargo
	TDTA897B Transfer Cargo
	TDTA1097B Coordinate Goods to Bond Premises
	TDTA1597B Complete Receiving/Despatch Documentation
	TDTA1797B Apply Product Knowledge to Organise Work Operations
	TDTA1897B Organise Despatch Operations
	TDTA1997B Organise Receiving Operations
	TDTA2397B Coordinate Stocktakes
	TDTA2497B Organise Warehouse Records Operations
	TDTA3801A Control and Order Stock
	TDTA3901A Receive and Store Stock

TDT30202 CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)
(continued)

<p>B Equipment Checking and Maintenance</p>	<p>TDTB297B Test Equipment and Isolate Faults TDTB597B Carry Out Maintenance of Vehicles Designed to Carry Special Loads TDTB697B Carry Out Inspection of Vehicles Designed to Carry Special Loads TDTB1198B Set Up and Rig Crane for Lift TDTB1298B Plan Job and Set Up Work Areas TDTB1398B Maintain Mobile Cranes TDTB1498B Load and Unload Wheeled or Tracked Crane TDTB1598B Undertake Site Inspection TDTB1698B De-rig, Pack and Store Tools and Equipment TDTB1798B Assemble and Dismantle Boom or Jib</p>
<p>C Driving Vehicle</p>	<p>TDTC497C Drive Heavy Rigid Vehicle TDTC597C Drive Heavy Combination Vehicle TDTC797B Operate Vehicle Carrying Special Loads TDTC897B Drive Coach/Bus TDTC1097B Pilot or Escort Oversized and/or Overmassed Loads TDTC1197B Transport Passengers with Disabilities</p>
<p>D Load Handling</p>	<p>TDTD1197B Conduct Specialised Forklift Operations TDTD1497B Load and Unload Vehicles Carrying Special Loads TDTD1597B Identify and Label Explosives and Dangerous Goods TDTD2097B Care for Livestock in Transit TDTD2398B Use Specialised Liquid Bulk Gas Transfer Equipment TDTD2498B Use Specialised Liquid Bulk Transfer Equipment (Gravity/Pressurised) TDTD2798B Prepare for Transport of Packaged Dangerous Goods TDTD2898B Prepare for Transport of Dangerous Goods in Bulk TDTD3198B Rig Load TDTD3397B Operate a Vehicle-Mounted Loading Crane TDTD3498B Operate a Mobile Crane Up to and Including 20 Tonnes on a Demolition Site TDTD3598B Operate a Boom Type Elevating Work Platform TDTD3698B Lift and Move Load Using Mobile Crane Up to and Including 20 Tonnes TDTD4098B Control Lift and Movement of Crane TDTD4198B Undertake Cash-in-Transit Loading and Unloading in an Unsecured Environment TDTD4301A Shift Loads using Gantry Equipment TDTD4401A Shift Loads using Cranes</p>
<p>E Communication and Calculation</p>	<p>TDTE297B Estimate/Calculate Mass, Area and Quantify Dimensions TDTE497B Prepare Workplace Documents TDTE997B Use Pilot and Escort Communication TDTE1097B Estimate Furniture Removals Jobs TDTE1298B Consolidate Manifest Documentation TDTE1598B Undertake Rigger/Dogger and Driver Communication TDTE1698B Estimate/Calculate Load Shifting Requirements for a Mobile Crane TDTE1801A Maintain Freight Records</p>

TDT30202 CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)
(continued)

F Occupational Health and Safety	TDTF397B	Implement and Monitor OHS Procedures
	TDTF1397B	Coordinate Breakdowns and Emergencies
	HLTFA2A	Provide Advanced First Aid
G Teamwork	TDTG297B	Lead a Work Team or Group
H Route Planning and Navigation	TDTH297C	Plan and Navigate Routes
	TDTH401A	Identify Major Roads, Services and Attractions
I Customer Service	TDTI397B	Provide Customer Service in Passenger Vehicles/Vessels
	TDTI497B	Manage Camping Procedures for Coaches and Buses
	TDTI797C	Provide Freight Forwarding Information to Customers
	TDTI998B	Provide On-Board Services to Customers
	TDTGCST03A	Process Customer Complaints
	BSBCMN310A	Deliver and Monitor a Service to Customers
J Quality	TDTJ297B	Apply Quality Systems
	TDTJ598B	Sample, Inspect and Test Products to Specifications
L Resource Management	TDTL297B	Undertake Employee Payroll Activities
	TDTL397B	Conduct Induction Process
	BSBCMN302A	Organise Personal Work Priorities and Development
M Training	BSZ404A	Train Small Groups
N Assessment	BSZ402A	Conduct Assessment
O Security	TDTO498B	Conduct Safety and Hazard Control Procedures for Transferring Dangerous/Specialised Goods
	TDTO798B	Undertake Emergency Response Action to a Security Threat
	TDTO898B	Implement Cash-in-Transit Security Equipment
	TDTO998B	Test and Inspect Cash-in-Transit Security Incidents
	TDTO1098B	Respond to Cash-in-Transit Security Incidents
	TDTO1298B	Manage Disruptive and/or Unlawful Behaviour
	TDTO1601A	Apply and Monitor Workplace Security Procedures
Q Financial Management	TDTQ397B	Maintain Financial Records in a Small Business
	TDTQ498B	Organise Freight Invoicing and Payment
T Records	TDTT298B	Document a Records System
	TDTT398B	Identify and Classify Records to be Captured
	TDTT698B	Provide Records Retrieval Service
	TDTT798B	Sentence Records
	TDTT898B	Undertake Disposal Program
	TDTT998B	Undertake Movement of Records
	TDTT1098B	Destroy Records

TDT40202 CERTIFICATE IV IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)

CHARACTERISTICS OF THE QUALIFICATION

Title: Certificate IV in Transport and Distribution (Road Transport)

Rationale: A general qualification for the Road Transport Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 4.

Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedure for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills.

Requirements for completion of the Qualification:

A successful assessment outcome for a total **28 units**, comprising:

- (a) **7 units** aligned at AQF 4 made up of:
- at least 5 units and up to 7 units from those listed below (aligned at AQF 4), and
 - up to 2 suitable units (aligned at AQF 4) drawn with appropriate contextualisation from either other Transport and Distribution Certificate IV qualifications, or other relevant endorsed Training Packages

and

- (b) at least **5 units** and up to **7 units** aligned at AQF 3 made up of:
- at least 3 units and up to 7 units from those listed for the Certificate III in Transport and Distribution (Road Transport) (aligned at AQF 3), and
 - up to 2 suitable units (aligned at AQF 3) drawn with appropriate contextualisation from either other Transport and Distribution Certificate III qualifications, or other relevant endorsed Training Packages

and

- (c) at least **7 units** and up to **9 units** at AQF 2 made up of:
- at least 5 units and up to 9 units from those listed for the Certificate II in Transport and Distribution (Road Transport) (aligned at AQF 2), and
 - up to 2 suitable units (aligned at AQF 2) drawn with appropriate contextualisation from either other Transport and Distribution Certificate II qualifications, or other relevant endorsed Training Packages

and

- (d) **7 units** aligned at AQF 1 made up of:
- at least 5 units and up to 7 units from those listed for the Certificate I in Transport and Distribution (Road Transport) (aligned at AQF 1), and
 - up to 2 suitable units (aligned at AQF 1) drawn with appropriate contextualisation from either other Transport and Distribution Certificate I qualifications, or other relevant endorsed Training Packages

FIELD	UNIT
A Handling Cargo/Stock	TDTA597B Check and Evaluate Records and Documentation
	TDTA2597C Regulate Temperature Controlled Stock
	TDTA3098B Organise Cargo for Export
	TDTA3198B Consolidate Freight
	TDTA3298B Organise Transport of Freight or Goods
	TDTA3398B Organise International Transport of Freight
C Driving Vehicle	TDTC697B Drive Multi-Combination Vehicle
D Load Handling	TDTD897B Monitor Crane Operations
	TDTD997B Direct Crane Operations
	TDTD3098B Supervise Mobile Crane Operations
	TDTD3298B Plan and Conduct Specialised Lift

TDT40202 CERTIFICATE IV IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)
(continued)

E Communication and Calculation	TDTE697C	Collect, Analyse and Present Workplace Data and Information
	TDTE1398B	Apply Workplace Statistics
F Occupational Health and Safety	TDTF797B	Implement and Coordinate Emergency/Accident Procedures
	TDTF1498B	Develop and Maintain a Safe Workplace
G Teamwork	TDTG598B	Organise Transport Workload
	TDTG698B	Facilitate Work Teams
I Customer Service	TDTI197C	Coordinate Quality Customer Service
	TDTI1601A	Service Freight Customers
	TDTI1701A	Develop Freight Customers
	TDTI598B	Market Services and Products to Clients
	TDTI898B	Monitor Transport Activities at Interchanges
L Resource Management	TDTL597C	Apply Conflict/Grievance Resolution Strategies
	TDTL797C	Coordinate Fleet Control Logistics
	TDTL998B	Manage Personal Work Priorities and Professional Development
	TDTL1098B	Assess and Confirm Customer Transport Requirements
	TDTL3001A	Control a Furniture Warehouse
	TDTL3201A	Implement Equal Employment Equity Strategies
	TDTL3301A	Promote Effective Workplace Practice
	TDTL3601A	Develop Rosters
	TDTL3701A	Apply and Amend Rosters
M Training	BSZ406A	Plan a Series of Training Sessions
	BSZ407A	Deliver Training Sessions
	BSZ408A	Review Training
N Assessment	BSZ401A	Plan Assessment
	BSZ403A	Review Assessment
	BSZ506A	Develop Assessment Procedures
	BSZ507A	Develop Assessment Tools
P Business Planning	TDTP197B	Develop Plans to Meet Customer and Organisation Needs
	TDTP297B	Facilitate and Capitalise on Change in the Workplace
	TDTP598B	Manage Workplace Information
	TDTP1098B	Assess Lift Requirements and Provide Quotation
Q Financial Management	TDTQ698B	Administer International Trading Accounts
R Contract and Procurement	TDTR198B	Monitor Supplier Performance
	TDTR298B	Source Goods/Services and Evaluate Contractors
U Environment	TDTU101A	Implement and Monitor Environmental Protection Policies and Procedures

TDT30802 CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (CASH IN TRANSIT)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate III in Transport and Distribution (Cash in Transit)

Rationale:

A general qualification for the Cash in Transit Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 3

Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities most of which may be routine and predictable.

Requirements for completion of the Qualification:

A successful assessment outcome for a total **21 units**, comprising:

- (a) **4 compulsory units** aligned at AQF 3: -- TDTD4198B, TDTO898B, TDTO998B and TDTO1098B

and

- (b) at least **1 unit** and up to **3 units** aligned at AQF 3 made up of:
- at least 1 unit and up to 3 units from those listed below^{Note}, and
 - up to 2 suitable units (aligned at AQF 3) drawn with appropriate contextualisation from either other Transport and Distribution Certificate III qualifications, or other relevant endorsed Training Packages

and

- (c) at least **7 units** and up to **9 units** at AQF 2 made up of:
- at least 5 units and up to 9 units from those listed for the Certificate II in Transport and Distribution (Road Transport) (aligned at AQF 2), and
 - up to 2 suitable units (aligned at AQF 2) drawn with appropriate contextualisation from either other Transport and Distribution Certificate II qualifications, or other relevant endorsed Training Packages

and

- (d) **7 units** aligned at AQF 1 made up of:
- at least 5 units and up to 7 units from those listed for the Certificate I in Transport and Distribution (Road Transport) (aligned at AQF 1), and
 - up to 2 suitable units (aligned at AQF 1) drawn with appropriate contextualisation from either other Transport and Distribution Certificate I qualifications, or other relevant endorsed Training Packages

FIELD	UNIT
C Driving Vehicle	TDTC497C Drive Heavy Rigid Vehicle
	TDTC797B Operate Vehicle Carrying Special Loads
D Load Handling	TDTD4198B Undertake Cash-in-Transit Loading and Unloading in an Unsecured Environment
F Occupational Health and Safety	TDTF1397B Coordinate Breakdowns and Emergencies
	HLTFA2A Provide Advanced First Aid
G Teamwork	TDTG297B Lead Work Team or Group
H Route Planning And Navigation	TDTH297C Plan and Navigate Routes
J Quality	TDTJ197B Apply Quality Procedures ^{Note}
K Computers And Technology	TDTK197B Use infotechnology Devices and Computer Applications in the Workplace ^{Note}
M Training	BSZ404A Train Small Groups

TDT30802 CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (CASH IN TRANSIT) (continued)

N	Assessment	BSZ402A	Conduct Assessment
O	Security	TDTO898B	Implement Cash-in-Transit Security
		TDTO998B	Test and Inspect Cash- in-Transit Security Equipment
		TDTO1098B	Respond to Cash-in-Transit Security Incidents

Note: This list contains units TDTJ197B and TDTK197B, elsewhere packaged within TDT Certificate II qualifications. The units have been included in the list as they are often needed within the occupational profiles of persons required to carry out cash-in-transit operations. Where these units have been selected for packaging within the Certificate III in Transport and Distribution (Cash in Transit), Registered Training Organisations should ensure that the selection of other units from the list above or other appropriate units nominally aligned at AQF 3 ensures a total of at least seven units nominally aligned at AQF 3, including the four compulsory core units specified above.

TDT30902 CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (MOBILE CRANES OPERATIONS)

Characteristics of the Qualification

Title

Certificate III in Transport and Distribution (Mobile Crane Operations)

Rationale

A general qualification for the Mobile Crane Operations sector of the Road Transport Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 3.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Requirements for completion of the Qualification:

A successful assessment outcome for a total **21 units**, comprising:

(a) the **17 compulsory units** underlined below

and

(b) **4 other units** made up of:

- at least 2 units and up to 4 units from the remaining units listed below^{Note}, and
- up to 2 suitable units (aligned at AQF Levels 3, 2 or 1) drawn with appropriate contextualisation from either other Transport and Distribution Certificate III qualifications, or other relevant endorsed Training Packages

FIELD	UNIT
B Equipment Checking and Maintenance	<u>TDTB197B</u> <i>Check and Assess Operational Capabilities of Equipment</i>
	<u>TDTB1198B</u> <i>Set Up And Rig Crane For Lift</i>
	<u>TDTB1298B</u> <i>Plan Job and Set Up Work Areas</i>
	<u>TDTB1398B</u> <i>Maintain Mobile Cranes</i>
	TDTB1498B Load And Unload Wheeled or Tracked Crane
	TDTB1598B Undertake Site Inspection
	<u>TDTB1698B</u> <i>De-rig, Pack and Store Tools and Equipment</i>
	<u>TDTB1798B</u> <i>Assemble and Dismantle Boom or Jib</i>
C Driving Vehicle	<u>TDTC497C</u> <i>Drive Heavy Rigid Vehicle</i>
	TDTC597C Drive Heavy Combination Vehicle
	TDTC1097B Pilot or Escort Oversize and/or Overmassed Loads
D Load Handling	TDTD197B Shift Materials Safely Using Manual Handling Methods
	TDTD1097B Operate a Forklift
	TDTD1397B Move Materials Mechanically Using Automated Equipment
	<u>TDTD3198B</u> <i>Rig load</i>
	TDTD3397B Operate a Vehicle-Mounted Loading Crane
	TDTD3498B Operate a Mobile Crane Up to and Including 20 Tonnes on a Demolition Site
	TDTD3598B Operate a Boom Type Elevating work platform
	<u>TDTD3698B</u> <i>Lift and Move Load Using Mobile Crane up to and Including 20 Tonne</i>
	<u>TDTD4098B</u> <i>Control Lift and Movement of Crane</i>

TDT30902 CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (MOBILE CRANES OPERATIONS)
(continued)

E Communication and Calculation	TDTE897B	Process Workplace Documentation
	TDTE997B	Use Pilot and Escort Communication
	<i>TDTE1598B</i>	<i>Undertake Rigger/Dogger and Driver Communication</i>
	<i>TDTE1698B</i>	<i>Estimate/Calculate Load Shifting Requirements for a Mobile Crane</i>
F Occupational Health and Safety	<i>TDTF197B</i>	<i>Follow OHS Procedures</i>
	<i>TDTF297B</i>	<i>Conduct Housekeeping Activities</i>
	<i>TDTF697B</i>	<i>Apply Accident- Emergency Procedures</i>
	HLTFA2A	Provide Advanced First Aid
G Teamwork	<i>TDTG197B</i>	<i>Work Effectively with Others</i>
I Customer Service	<i>TDTI297C</i>	<i>Apply Customer Service Skills</i>
J Quality	TDTJ197B	Apply Quality Procedures
K Computers and Technology	TDTK197B	Use infotechnology Devices and Computers Applications in the Workplace
L Resource Management	TDTL197B	Complete Workplace Orientation/Induction Procedures

Note: This list of units contains units elsewhere packaged within TDT Certificate I and II qualifications. The units have been included in the list as they are often needed within the occupational profiles of persons required to carry out mobile crane operations. The compulsory core of 17 units within the packaging rules for this qualification ensures that the required combination of units nominally aligned at AQF level 3 is achieved.

TDT40902 CERTIFICATE IV IN TRANSPORT AND DISTRIBUTION (MOBILE CRANES OPERATIONS)

Characteristics of the Qualification

Title

Certificate IV in Transport and Distribution (Mobile Crane Operations)

Rationale

A general qualification for the Mobile Crane Operations sector of the Road Transport Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 4.

Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedure for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills.

Requirements for completion of the Qualification:

A successful assessment outcome for a total **28 units**, comprising:

- a) **7 units** aligned at AQF 4 made up of:
- at least 5 units and up to 7 units from those listed below^{Note}, and
 - up to 2 suitable units (aligned at AQF 4) drawn with appropriate contextualisation from either other Transport and Distribution Certificate IV qualifications, or other relevant endorsed Training Packages

and

- (b) the **17 compulsory units** listed for the Certificate III in Transport And Distribution (Mobile Cranes Operations)

and

- (c) **4 other units** made up of:
- at least 2 units and up to 4 units from the remaining units listed for the Certificate III in Transport And Distribution (Mobile Cranes Operations) (aligned at AQF 3), and
 - up to 2 suitable units (aligned at AQF Levels 3, 2 or 1) drawn with appropriate contextualisation from either other Transport and Distribution Certificate qualifications, or other relevant endorsed Training Packages

FIELD	UNIT
D Load Handling	TDTD3098B Supervise Mobile Crane Operations
	TDTD3298B Plan And Conduct Specialised Lift
F Occupational Health and Safety	TDTF797B Implement and Coordinate Accident-Emergency Procedures
I Customer Service	TDTI197C Coordinate Quality Customer Service
J Quality	TDTJ297B Apply Quality Systems ^{Note}
L Resource Management	TDTL397B Conduct Induction Process
M Training	BSZ404A Train Small Groups
N Assessment	BSZ401A Plan Assessment
	BSZ402A Conduct Assessment
	BSZ403A Review Assessment
P Business Planning	TDTP1098B Assess Lift Requirements And Provide Quotation

Note: This list contains unit TDTJ297B, elsewhere packaged within TDT Certificate III qualifications. The unit has been included in the list as it is often needed within the occupational profiles of persons required to carry out supervision of mobile crane operations. Where these units have been selected for packaging within the Certificate IV in Transport and Distribution (Mobile Crane Operations), Registered Training Organisations should ensure that the selection of other units from the list above or other appropriate units nominally aligned at AQF 4 ensures a total of at least seven units nominally aligned at AQF 4

DESCRIPTION:

This unit involves the skills and knowledge required to secure cargo including preparing to secure cargo/containers, lashing and unlash cargo, protecting cargo from weather, and packing and unpacking cargo. It may apply in cargo securing contexts in the stevedoring, transport, distribution and allied industries.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to secure cargo/containers	<ul style="list-style-type: none"> a. Work area is prepared and maintained in accordance with the national standards, safety codes and site operating procedures b. Unsafe work practices and/or equipment are reported to appropriate personnel c. Appropriate protective clothing, equipment and fittings are selected d. Formwork is erected where no lashing points exist e. Lashing plan is read and interpreted
2. Lash and unlash cargo	<ul style="list-style-type: none"> a. Work is conducted in accordance with industry standards, statutory requirements, safety codes, site operating requirements and any special requirements of the cargo b. Lashing points are identified and appropriate fittings and lashing equipment used for each lashing point c. Cargo is lashed and secured to lashing points ensuring the correct spread of lashings and that lashings are secured, attached and tensioned d. Tensioners are securely fastened e. When unlash, fittings are released, disconnected and removed from the cargo f. Lashing equipment is placed in designated storage areas or cleared from work area g. Lashing/unlashing operations ensure no injury to personnel or damage to machinery or cargo h. Lashing is completed in accordance with lashing plan
3. Protect cargo from weather	<ul style="list-style-type: none"> a. Cargo is covered/uncovered safely ensuring appropriate covering and lashing, no injury to personnel or damage to cargo or equipment b. Work is conducted in accordance with the requirements of national standards, safety codes and site operating procedures

4. Pack and unpack cargo

- a. Damaged cargo is identified and reported following enterprise procedures
- b. Cargo is sorted and stacked prior to packing or after unpacking, ensuring the stack is in the correct location, in accordance with national standards, safety codes, and site operating procedures
- c. Cargo is identified through the interpretation of marks or numbers
- d. Tight stow of cargo is maintained
- e. Cargo is handled ensuring no injury to personnel or damage to cargo or equipment

Range Of Variables

SECURE CARGO

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the securing of cargo b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the securing of cargo as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. at height d.5. in a workbox or workcage e. Cargo may include goods with specialist requirements, including temperature controlled goods and dangerous goods f. Lashing equipment for containers may include: <ul style="list-style-type: none"> f.1. twistlocks f.2. pelican hooks f.3. lashing rods (bars) f.4. turn handles (keys) f.5. bottle screws f.6. bridging clamps f.7. cones g. Securing equipment may include: <ul style="list-style-type: none"> g.1. chocks g.2. racks g.3. lashings g.4. ropes g.5. chains h. Covers may include rain and dust covers i. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> i.1. chemicals i.2. dangerous or hazardous substances i.3. movements of equipment, goods and materials j. Personnel in work area may include: <ul style="list-style-type: none"> j.1. workplace personnel j.2. site visitors j.3. contractors j.4. official representatives

Range Of Variables (continued)

SECURE CARGO

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Personal protection equipment may include:</p> <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. two-way radios k.5. protective clothing k.6. high visibility clothing k.7. full arrest safety harness <p>l. Communication in the work area may include:</p> <ul style="list-style-type: none"> l.1. phone l.2. radio l.3. oral, aural or signed communications <p>m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to the securing of cargo a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

Range Of Variables (continued)

SECURE CARGO

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations for the securing of cargo a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant Australian standards and certification requirements a.8. relevant State/Territory OHS and environmental protection legislation a.9. workplace relations regulations a.10. workers compensation regulations

SECURE CARGO

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. safely lash and secure cargo a.2. select and appropriately use protective clothing a.3. locate, interpret and apply relevant information a.4. work effectively with others a.5. maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.7. follow the designated work/lashing plan for the job a.8. apply safety precautions relevant to the task a.9. assess operational capability of equipment used and work processes selected
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international standards, codes and regulations relevant to the securing of cargo/freight including the Australian and International Dangerous Goods Codes b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the securing of cargo/freight d. Focus of operation of work systems, equipment, management and site operating systems for the securing of cargo/freight e. Problems that may occur when securing cargo/freight and appropriate action that can be taken to resolve the problems f. Relevant handling and safety codes g. Lashing and protection procedures h. The marking and numbering systems for cargo i. Relevant bond, quarantine or other legislative requirements j. Ability to: <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when securing cargo/freight j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. read and interpret instructions, procedures and labels relevant to securing of cargo/freight j.4. identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels j.5. use the lashing and protection equipment j.6. receive, acknowledge and send messages with available communications equipment

Evidence Guide (continued)

SECURE CARGO

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to secure cargo/freight, and/ora.2. secure cargo/freight in an appropriate range of operational workplace situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. safely lashing and securing cargoa.2. selecting and appropriately using protective clothinga.3. locating, interpreting and applying relevant informationa.4. working effectively with othersa.5. maintaining workplace recordsa.6. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace contexta.7. following the designated work/lashing plan for the joba.8. applying safety precautions relevant to the taska.9. assessing operational capability of equipmentb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant standards, codes of practice and legislative requirements pertaining to the securing of cargob.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substancesb.3. workplace procedures and instructions (including security and housekeeping procedures)b.4. OHS policies and proceduresb.5. issue resolution proceduresb.6. obtaining assistance from other team members when requiredb.7. relevant guidelines relating to the safe use of equipmentb.8. customer service and quality assurance procedures and policiesb.9. environmental protection proceduresc. Action is taken promptly to report and/or rectify any difficulties in securing cargo in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

Evidence Guide (continued)

SECURE CARGO

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to maintain container/cargo records in accordance with workplace requirements including processing container and/or cargo documentation, maintaining records of container/cargo movements, monitoring reefer units and completing required reefer records.

ELEMENT	PERFORMANCE CRITERIA
1. Process container/cargo documentation	<ul style="list-style-type: none"> a. Container/cargo documentation is processed in accordance with workplace procedures and statutory authority requirements b. Movements of containers/cargo are recorded in accordance with workplace procedures and statutory authority requirements
2. Maintain records of container/cargo movements	<ul style="list-style-type: none"> a. Container/cargo records are updated each time containers/cargo are moved within the yard b. Containers/cargo are checked using markings to ensure correct identification when updating records
3. Monitor container/cargo and maintain records	<ul style="list-style-type: none"> a. Containers/cargo are monitored on a daily basis and the specified information recorded b. Problems with controlled systems on containers/cargo are reported on the appropriate forms and forwarded to the maintenance area c. Log cards on containers/cargo with controlled systems are checked on completion of monitoring and all unit or system breakdowns and/or faults are logged in the breakdown log diary in accordance with workplace procedures d. Movement of containers/cargo is monitored on a daily basis and the information recorded

Range Of Variables

MAINTAIN CONTAINER/CARGO RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of container/cargo records b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the maintenance of container/cargo records as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Containers/cargo may include goods with specialist requirements, including reefer units and containers/cargo containing temperature controlled goods and/or dangerous goods f. Information recorded during daily monitoring of reefers may include: <ul style="list-style-type: none"> f.1. temperatures f.2. water meter readings f.3. any faults in the operation of the reefer g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Personnel in work area may include: <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. email i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. protective clothing j.6. high visibility clothing

Range Of Variables (continued)

MAINTAIN CONTAINER/CARGO RECORDS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to the maintenance of container/cargo records a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations for the maintenance of container/cargo records a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant Australian standards and certification requirements a.8. relevant State/Territory OHS and environmental protection legislation a.9. workplace relations regulations a.10. workers compensation regulations

MAINTAIN CONTAINER/CARGO RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. process container/cargo documentation a.2. maintain records of container/cargo movements a.3. monitor reefer units and maintain records a.4. interpret shipping and goods movement documentation a.5. use onsite computer and available software a.6. locate, interpret and apply relevant information a.7. provide customer/client service and work effectively with others a.8. convey information in written and oral form a.9. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.10. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international standards, codes of practice and regulations relevant to the maintenance of container/cargo records including the Australian and International Dangerous Goods Codes b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the maintenance of container/cargo records d. Focus of operation of work systems, equipment, management and site operating systems for the maintenance of container/cargo records e. Problems that may occur when maintaining container/cargo records and appropriate action that can be taken to resolve the problems f. Relevant handling and safety codes g. Site layout, stacking plans and available stacking space h. The marking and numbering systems for cargo i. Relevant bond, quarantine or other legislative requirements j. Ability to: <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when maintaining container/cargo records j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. read and interpret instructions, procedures and labels relevant to the maintenance of container/cargo records j.4. identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels j.5. estimate size, shape and special requirements of loads j.6. receive, acknowledge and send messages with appropriate communications equipment

Evidence Guide (continued)

MAINTAIN CONTAINER/CARGO RECORDS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain container/cargo records, and/ora.2. maintain container/cargo records in an appropriate range of operational workplace situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. processing container/cargo documentationa.2. maintaining records of container/cargo movementsa.3. monitoring reefer units and maintaining recordsa.4. interpreting shipping and goods movement documentationa.5. using onsite computer and available softwarea.6. locating, interpreting and applying relevant informationa.7. providing customer/client service and working effectively with othersa.8. conveying information in written and oral forma.9. following the designated work plan for the jobb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant standards, codes of practice and legislative requirements pertaining to the maintenance of container/cargo recordsb.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substancesb.3. workplace procedures and instructions (including security and housekeeping procedures)b.4. OHS policies and proceduresb.5. issue resolution proceduresb.6. obtaining assistance from other team members when requiredb.7. relevant guidelines relating to the safe use of equipmentb.8. customer service and quality assurance procedures and policiesb.9. environmental protection proceduresc. Action is taken promptly to report and/or rectify any difficulties in maintaining container/cargo records in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

MAINTAIN CONTAINER/CARGO RECORDS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to connect and disconnect reefer units in accordance with workplace requirements including plugging and unplugging reefer units to/from power sources, attaching and detaching clip-on units, and identifying and reporting any problems with reefer unit operation.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Plug/unplug reefer units to power sources</p>	<p>a. Reefer units are plugged/unplugged safely in accordance with workplace procedures</p> <p>b. Reefer units are checked to be running correctly after being plugged in</p> <p>c. Problems with the operation of reefer units are identified and reported to appropriate personnel in accordance with workplace procedures</p> <p>d. Faults in reefer units are investigated and reported in accordance with workplace procedures</p> <p>e. Reefer units are unplugged as required and cables are cleared from units</p>
<p>2. Attach/detach clip-on units</p>	<p>a. Clip-on units are attached/detached safely in accordance with the regulatory and code of practice requirements and workplace procedures</p> <p>b. Problems with the operations of clip-on units are identified and reported to appropriate personnel</p>

Range Of Variables

CONNECT AND DISCONNECT REEFER UNITS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the connection and disconnection of reefer units b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the connection and disconnection of reefer units as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. at heights e. Reefer units may require the attachment of clip-on units f. Critical requirements when attaching clip-on units include: <ul style="list-style-type: none"> f.1. appropriate clip-on tool used f.2. protective equipment is worn f.3. connection to container or crib is ensured g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods and materials h. Personnel in work area may include: <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. protective clothing i.6. high visibility clothing j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. radio j.3. oral, aural or signed communications

Range Of Variables (continued)

CONNECT AND DISCONNECT REEFER UNITS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to the transport of cargo a.4. operations manuals, job specifications and induction documentation a.5. manufacturer's specifications for equipment a.6. workplace procedures and policies a.7. supplier and/or client instructions a.8. dangerous goods declarations and material safety data sheets (where applicable) a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. relevant Australian standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant standards and codes applying to the connection and disconnection of reefer units a.2. licence, patent or copyright arrangements a.3. water and road use and licence arrangements a.4. export/import/quarantine/bond requirements a.5. marine orders a.6. relevant State/Territory OHS and environmental protection legislation a.7. workplace relations regulations a.8. workers compensation regulations

CONNECT AND DISCONNECT REEFER UNITS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. plug/unplug reefer units to power sources a.2. identify reefer units requiring clip-on units a.3. attach/detach clip-on units a.4. locate, interpret and apply relevant information a.5. work effectively with others a.6. maintain workplace records a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international standards, codes and regulations relevant to the connection and disconnection of reefer units b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the connection and disconnection of reefer units d. Focus of operation of work systems, equipment, management and site operating systems for the connection and disconnection of reefer units e. Problems that may occur when connecting and disconnecting reefer units and appropriate action that can be taken to resolve the problems f. Site layout and location of reefer units g. The marking and numbering systems for cargo h. Ability to: <ul style="list-style-type: none"> h.1. identify reefer units requiring clip-on units h.2. identify problems in the operations of reefer units h.3. identify, select and use relevant equipment, processes and procedures when connecting and disconnecting reefer units h.4. modify activities depending on differing workplace contexts, risk situations and environments h.5. read and interpret instructions and procedures relevant to the connection and disconnection of reefer units h.6. identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels h.7. receive, acknowledge and send messages with available communications equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to connect and disconnect reefer units, and/or a.2. connect and disconnect reefer units in an appropriate range of operational workplace situations

CONNECT AND DISCONNECT REEFER UNITS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. plugging/unplugging reefer units to power sources a.2. identifying reefer units requiring clip-on units a.3. attaching/detaching clip-on units a.4. locating, interpreting and applying relevant information a.5. working effectively with others a.6. maintaining workplace records a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. following the designated work plan for the job <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant standards, codes of practice and legislative requirements including local and international regulations pertaining to operation of reefer units b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any difficulties connecting and disconnecting reefer units in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to process the receipt and delivery of containers and cargo in accordance with workplace requirements including checking the stacking/discharge list at commencement of a shift, assessing and planning container/cargo consolidation, allocating stack positions, identifying and checking containers/cargo, and checking and completing required documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Check stacking/discharge list at commencement of shift	<ul style="list-style-type: none"> a. Yard or terminal stacking/discharge lists are checked against container/cargo documentation and operational order of work, taking into account both ship and shore operations b. Stacking discharge lists are continually updated to reflect the correct location of containers and cargo
2. Assess and plan container/cargo consolidation	<ul style="list-style-type: none"> a. Yard or terminal plans are assessed and where appropriate consolidation of container/cargo within the yard or terminal is planned b. Consolidation plans are prepared to ensure efficiency of operations and efficient use of available yard/terminal space c. Final yard/terminal positions are obtained from consolidation plans and recorded
3. Allocate stack positions	<ul style="list-style-type: none"> a. Stack positions are allocated based on the nature of the container/cargo concerned and the requirements of yard/terminal operations b. Stacking plan is communicated to the relevant personnel in accordance with workplace procedures
4. Identify and check containers/cargo	<ul style="list-style-type: none"> a. Containers/cargo are identified and checked at the point of entry to the yard and prior to stacking b. Agreement between numbers and marks on container/cargo and shipping documentation is confirmed c. Cargo/containers are inspected and appropriate action is taken to report identified damage or defects in accordance with workplace procedures d. Stacking follows stacking plans and facilitates efficient movement within the yard
5. Check and complete documentation	<ul style="list-style-type: none"> a. Documentation is checked prior to performing completion procedures ensuring compliance with workplace procedures and regulatory requirements

Range Of Variables

PROCESS RECEIPT AND DELIVERY OF CONTAINERS AND CARGO

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the receipt and delivery of containers and cargo b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the processing of the receipt and delivery of containers and cargo as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Cargo may include goods with specialist requirements, including temperature controlled goods and dangerous goods f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. chemicals f.2. dangerous or hazardous substances f.3. movements of equipment, goods, materials and vehicular traffic g. Personnel in work area may include: <ul style="list-style-type: none"> g.1. workplace personnel g.2. site visitors g.3. contractors g.4. official representatives h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. protective clothing h.6. high visibility clothing i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. email i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications

Range Of Variables (continued)

PROCESS RECEIPT AND DELIVERY OF CONTAINERS AND CARGO

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to the processing of the receipt and delivery of containers and cargo a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations for the receipt and delivery of containers and cargo a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. license, patent or copyright arrangements a.4. water and road use and license arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

PROCESS RECEIPT AND DELIVERY OF CONTAINERS AND CARGO

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. check the stacking/discharge list at commencement of shift a.2. assess and plan container/cargo consolidation a.3. allocate stack positions a.4. identify and check containers/cargo a.5. check and complete documentation a.6. access and use computer data a.7. locate, interpret and apply relevant container and cargo identification and content information a.8. provide customer/client service and work effectively with others a.10. convey information in written and oral form a.11. maintain workplace records a.12. follow site and enterprise safety procedures
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international standards, codes and regulations relevant to the processing of the receipt and delivery of containers and cargo including the Australian and International Dangerous Goods Codes b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the processing of the receipt and delivery of containers and cargo d. Focus of operation of work systems, equipment, management and site operating systems for the receipt and delivery of containers and cargo e. Problems that may occur when processing the receipt and delivery of containers and cargo and appropriate action that can be taken to resolve the problems f. Relevant handling and safety codes g. Site layout, stacking plans and available stacking space h. The marking and numbering systems for cargo i. Relevant bond, quarantine or other legislative requirements j. Ability to: <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when processing the receipt and delivery of containers and cargo j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. read and interpret instructions, procedures and labels relevant to the processing of the receipt and delivery of containers and cargo j.4. identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels j.5. use the lashing and protection equipment j.6. estimate the size, shape and special requirements of loads j.7. receive, acknowledge and send messages with appropriate communications equipment j.8. apply effective eye-hand coordination

PROCESS RECEIPT AND DELIVERY OF CONTAINERS AND CARGO

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to process the receipt and delivery of containers and cargo, and/or a.2. process the receipt and delivery of containers and cargo in an appropriate range of operational workplace situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. checking the stacking/discharge list at commencement of shift a.2. assessing and planning container/cargo consolidation a.3. allocating stack positions a.4. identifying and checking containers/cargo a.5. checking and completing documentation a.6. accessing and using computer data a.7. locating, interpreting and applying relevant container and cargo identification and content information a.8. providing customer/client service and working effectively with others a.9. conveying information in written and oral form a.10. maintaining workplace records a.11. following workplace safety procedures b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant standards, codes of practice and legislative requirements including local and international regulations pertaining to the receipt and delivery of containers and cargo b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report and/or rectify any accidents, incidents or difficulties in the receipt and delivery of containers and cargo in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

PROCESS RECEIPT AND DELIVERY OF CONTAINERS AND CARGO

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to check and evaluate records and documentation in accordance with regulatory and workplace requirements including checking documentation and analysing and evaluating records.

ELEMENT	PERFORMANCE CRITERIA
1. Check documentation	<ul style="list-style-type: none"> a. Documentation is checked to ensure its compliance with regulatory and workplace requirements b. Documentation is checked on a regular basis, and the personnel responsible for documentation are advised of deadlines c. Use of systems for the maintenance of records complies with regulatory and workplace requirements
2. Analyse and evaluate records	<ul style="list-style-type: none"> a. Records are analysed to identify unexpected deviations from plans or possible future problems with plant and equipment b. Advice is provided to appropriate personnel when problems are identified c. Security of records and documentation is maintained at all times with access being granted to authorised personnel in accordance with workplace procedures

Range Of Variables

CHECK AND EVALUATE RECORDS AND DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant standards, regulations and workplace requirements concerning the documentation requirements for the local and international transport of cargo and containers b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the checking and evaluation of documentation for the local and international transport of cargo and containers as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. office environments e. Cargo/freight may include goods with specialist requirements, including temperature controlled goods and dangerous goods f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. chemicals f.2. dangerous or hazardous substances f.3. movements of equipment, goods, materials and vehicular traffic g. Personnel in work area may include: <ul style="list-style-type: none"> g.1. workplace personnel g.2. site visitors g.3. contractors g.4. official representatives h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. protective clothing h.6. high visibility clothing i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. email i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications

Range Of Variables (continued)

CHECK AND EVALUATE RECORDS AND DOCUMENTATION

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to the documentation requirements for the local and/or international transport of cargo and containers a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant Australian standards and certification requirements a.8. relevant State/Territory OHS and environmental protection legislation a.9. workplace relations regulations a.10. workers compensation regulations

CHECK AND EVALUATE RECORDS AND DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. check cargo/container transport documentation a.2. analyse and evaluate records a.3. locate, interpret and apply relevant information a.4. provide customer/client service and work effectively with others a.5. convey information in written and oral form a.6. maintain workplace records and documentation to workplace standards a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. check documentation and work within deadlines
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<p>a. Australian and international standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers including the Australian and International Dangerous Goods Codes</p> <p>b. Relevant OHS and environmental protection procedures and guidelines</p> <p>c. Workplace procedures and policies for checking and evaluating documentation for the local and/or international transport of cargo and containers</p> <p>d. Focus of operation of work systems, equipment, management and site operating systems for checking and evaluating cargo/container transport documentation</p> <p>e. Problems that may occur when checking and evaluating documentation and appropriate action that can be taken to resolve the problems</p> <p>f. Types of cargo, containers and transport modes and the documentation requirements for each</p> <p>g. Site layout, loading/unloading plans and sequence sheets</p> <p>h. The marking and numbering systems for cargo</p> <p>i. Relevant bond, quarantine or other legislative requirements</p> <p>j. Ability to:</p> <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when checking and evaluating documentation for the local and/or international transport of cargo and containers j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. read and interpret instructions, procedures and labels relevant to checking and evaluating transport documentation j.4. identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels j.5. use lashing and protection equipment j.6. receive, acknowledge and send messages with available communications equipment

CHECK AND EVALUATE RECORDS AND DOCUMENTATION

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to check and evaluate cargo/container transport records and documentation, and/or a.2. check and evaluate cargo/container transport records and documentation in an appropriate range of operational workplace situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. checking cargo/container transport documentation a.2. analysing and evaluating records a.3. locating, interpreting and applying relevant information a.4. providing customer/client service and working effectively with others a.5. conveying information in written and oral form a.6. maintaining workplace records and documentation to workplace standards a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. checking documentation and working within deadlines b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant standards, codes of practice and legislative requirements b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report and/or rectify any difficulties in checking and evaluating cargo/container transport records and documentation in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

CHECK AND EVALUATE RECORDS AND DOCUMENTATION

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to transfer cargo in accordance with workplace requirements including preparing for the transfer of the load, safely transferring the cargo using appropriate lifting equipment, finalising the transfer, and completing all required documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for load transfer	<ul style="list-style-type: none"> a. Load characteristics are identified to determine any special handling or equipment requirements b. Location of load in yard and following transfer method is determined c. Pathway for load transfer is established consistent with workplace procedures noting obstacles and any particular safety precautions e. Working area is prepared in accordance with the national standards, safety codes, and site operating procedures f. Personal protection equipment and other safety equipment is assembled g. The Safe Working Load (SWL) or Working Load Limit (WLL) is calculated using formulae for the particular type of lifting equipment h. Lifting equipment is checked to determine safe working order for the transfer i. Unsafe equipment is reported to appropriate personnel
2. Transfer cargo	<ul style="list-style-type: none"> a. Cargo is steadied and secured using appropriate devices b. Load is lifted and shifted safely following national standards, safety codes and site operating procedures c. Load is transferred and set down ensuring no injury to personnel or damage to machinery or cargo
3. Complete transfer	<ul style="list-style-type: none"> a. Securing arrangements are released from load ensuring no injury to personnel or damage to machinery or cargo b. Relevant documentation is completed including reporting of damaged cargo in accordance with workplace reporting requirements c. Equipment is returned to store and work area returned to normal working condition

Range Of Variables

TRANSFER CARGO

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the transfer of cargo/freight b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements when transferring cargo as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Cargo/freight may include goods with specialist requirements, including temperature controlled goods and dangerous goods f. Equipment may include appropriate load shifting equipment normally in use at a terminal or wharf (but does not include gantry equipment, boom cranes, dozers or specialised load shifting equipment which are covered by separate competency units) g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. protective clothing h.6. high visibility clothing i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. email i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications j. Personnel in work area may include: <ul style="list-style-type: none"> j.1. workplace personnel j.2. site visitors j.3. contractors j.4. official representatives

Range Of Variables (continued)

TRANSFER CARGO

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to the transfer of cargo a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations for the transfer of cargo/freight a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

TRANSFER CARGO

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. interpret shipping and goods movement documentation a.2. use onsite computer and available software a.3. prepare for load transfer a.4. safely transfer cargo using appropriate equipment a.5. complete transfer a.6. locate, interpret and apply relevant information a.7. provide customer/client service and work effectively with others a.8. convey information in written and oral form a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the transfer of cargo/freight including the Australian and International Dangerous Goods Codes b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the transfer of cargo/freight d. Focus of operation of work systems, equipment, management and site operating systems for the transfer of cargo/freight e. Problems that may occur when transferring cargo/freight and appropriate action that can be taken to resolve the problems f. Relevant handling and safety codes g. Types of equipment used to transfer loads in terminals/wharves, their applications and procedures and precautions for their use h. Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of load shifting equipment i. The marking and numbering systems for cargo j. Relevant bond, quarantine or other legislative requirements k. Ability to: <ul style="list-style-type: none"> k.1. identify, select and use relevant equipment, processes and procedures when transferring cargo/freight k.2. modify activities depending on differing workplace contexts, risk situations and environments k.3. read and interpret instructions, procedures and labels relevant to the transfer of cargo/freight k.4. identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels k.5. estimate the size, shape and special requirements of loads k.6. receive, acknowledge and send messages with communications equipment whilst operating other equipment

Evidence Guide (continued)

TRANSFER CARGO

4. Resource implications	a. Access is required to opportunities to: a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to transfer cargo/freight, and/or a.2. transfer cargo/freight in an appropriate range of operational workplace situations
5. Consistency in performance	a. Applies underpinning knowledge and skills when: a.1. interpreting shipping and goods movement documentation a.2. using onsite computer and available software a.3. preparing for load transfer a.4. safely transferring cargo using appropriate equipment a.5. completing transfer a.6. locating, interpreting and applying relevant information a.7. providing customer/client service and working effectively with others a.8. conveying information in written and oral form a.9. maintaining workplace records a.10. following the designated work plan for the job b. Shows evidence of application of relevant workplace procedures including: b.1. relevant codes of practice and legislative requirements pertaining to the transfer of cargo b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report any accidents, incidents or difficulties when transferring cargo in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

TRANSFER CARGO

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to complete import and export documentation, including identifying procedures required for documentation for import/export of goods and completing documentation in accordance with the requirements of Customs and related legislation and workplace procedures.

This unit expands upon the information originally contained in Unit TDTA997B Complete and Check Import/Export Documentation. The relationship of the activity to Customs and related legislation is more clearly defined within the unit however the outcome remains the same.

Note: A primary responsibility of the customs broker, acting as an agent on behalf of the owner of the goods, is to ensure compliance with Australian Customs and other related legislation

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify procedures required for documentation for import/export of goods</p>	<ul style="list-style-type: none"> a. Documents required for import/export of goods are identified b. Required documents are sourced c. Content requirements for each section of the documentation are applied d. Timelines for completion of documents are identified and noted e. Requirements for permits are identified and implications noted f. Procedures for obtaining clearances including Export Declaration Numbers (EDN) are identified and followed in accordance with the requirements of Customs and related legislation and workplace procedures g. Letters of credit are identified and implications of each noted h. Assistance is sought as required in identifying required documents and to commence process of completing these documents
<p>2. Complete documentation to meet legislative and workplace requirements</p>	<ul style="list-style-type: none"> a. Content requirements for each section of the documentation are identified and applied in accordance with the requirements of Customs and related legislation and workplace procedures b. Workplace procedures for authorisations are followed c. Data entry for documents are completed d. Problems arising in completing required documents are identified and assistance sought to resolve these in accordance with the requirements of Customs and related legislation and workplace procedures e. Actions are taken to meet deadlines f. Assistance is sought as required in completing required documents

<p>3. Check documentation to ensure it meets legislative requirements</p>	<ul style="list-style-type: none"> a. Documents are collated and checked before forwarding to supervisor, manager or more senior personnel for checking within designated timelines in accordance with the requirements of Customs and related legislation and workplace procedures b. Entries are checked to ensure they meet the requirements of Customs and related legislation and workplace procedures c. Letters of credit are checked to ensure they meet commercial, transport and overseas requirements d. Dangerous goods documentation is checked in accordance with the requirements of Customs and related legislation and workplace procedures e. Required documents are forwarded for checking by supervisor, manager or more senior personnel in accordance with the requirements of Customs and related legislation and workplace procedures f. Any revisions to documents are finalised and rechecked by self and supervisor, manager or more senior personnel prior to lodgement
<p>4. Lodge documentation</p>	<ul style="list-style-type: none"> a. Documents are forwarded to <i>relevant personnel</i> in accordance with the requirements of Customs and related legislation and workplace procedures b. Documents are filed, stored and retained in accordance with the requirements of Customs and related legislation and workplace procedures

Range Of Variables

COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the completion and checking of import/export documentation b. Work is performed under some supervision generally within a team environment c. Work involves the application of relevant Customs and related legislation and workplace requirements to the completion/checking of import/export documentation as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Cargo may include goods with specialist requirements, including temperature controlled goods and dangerous goods f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. chemicals f.2. dangerous or hazardous substances f.3. movements of equipment, goods and materials g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. suppliers, customers and clients g.3. relevant authorities and institutions g.4. management and union representatives g.5. industrial relations and OHS specialists g.6. other maintenance, professional or technical staff h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange (EDI) h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. oral, aural or signed communications i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures

Range Of Variables (continued)

COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. relevant Customs legislation, related legislation including quarantine legislation and Australian and international codes of practice and regulations relevant to import/export of cargo a.4. Australian and international standards, regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. dangerous goods declarations and material safety data sheets (MSDSs) (where applicable) a.6. packaging declaration a.7. cleanliness certificate a.8. handling instructions for cargo (especially for dangerous goods or temperature controlled goods) a.9. commercial invoices a.10. packing lists a.11. airway bill (AWD) a.12. certificates of origin a.13. bill of lading (B/L) a.14. certificates of marine insurance, other insurance certificates a.15. quarantine treatment certificate a.16. transportation and warehousing instructions a.17. permits from regulatory bodies (Australian and international) a.18. financial documentation a.19. other documents specific to goods, country of origin/destination a.20. operations manuals, job specifications and induction documentation a.21. manufacturer's specifications for equipment a.22. workplace procedures and policies a.23. supplier and/or client instructions a.24. award, enterprise bargaining agreement, other industrial arrangements a.25. relevant Australian standards and certification requirements a.26. quality assurance procedures a.27. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant Customs and related legislation, including taxation legislation a.2. relevant standards and codes for the import/export of cargo a.3. AQIS legislation a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.4.1. Australian and International Dangerous Goods Codes a.4.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.4.3. IATA's 'Dangerous Goods by Air' regulations a.4.4. Australian and International Explosives Codes

Range Of Variables (continued)

COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

VARIABLE	SCOPE
4. Applicable regulations and legislation (continued)	<ul style="list-style-type: none">a.5. arrangements for licences, patents, copyright, Trade Marks and Trade Descriptionsa.6. water and road use and licence arrangementsa.7. export/import/quarantine/bond requirementsa.8. marine ordersa.9. relevant Australian standards and certification requirementsa.10. relevant State/Territory OHS and environmental protection legislationa.11. workplace relations regulationsa.12. workers compensation regulations

COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify procedures required for documentation for import/export of goods a.2. complete and check documentation and records to meet relevant Customs legislation and workplace requirements a.3. provide customer/client service and work effectively with others a.4. convey information in written and oral form a.5. locate, interpret and apply relevant information a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.7. prepare documentation using letters of credit and to meet workplace and customer's/transport organisation's requirements
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. relevant Customs and related legislation, and Australian and international standards and codes relevant to the import and export of cargo/freight b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the completion of import/export documentation d. Focus of operation of work systems, equipment, management and site operating systems for obtaining customs clearances e. Problems that may occur when completing import/export documentation and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of import/export documentation procedures, including: <ul style="list-style-type: none"> f.1. the significance of International Trade to the Australian economy f.2. location and application of information on documentation requirements for export to various countries including preparation of export entries f.3. methods of payments f.4. marine insurance cover against pillage, loss and damage to goods, including general average and the processing of claims, and complete relevant calculations. f.5. the relationship of regulatory bodies such as Customs, State Government departments and other controlling bodies f.6. the function of overseas marketing and marketing boards f.7. documentation requirements for the import/export of cargo/freight f.8. processes for the completion of the documents necessary to export goods and how to prepare the relevant documentation for specific commodities and destinations f.9. application of carnets g. Ability to: <ul style="list-style-type: none"> g.1. select and use relevant communications/computing/office equipment when completing import/export documentation g.2. modify activities depending on differing workplace contexts, risk situations and environments

COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

<p>3. Required knowledge and skills (continued)</p>	<p>g.3. read and interpret instructions, procedures and labels relevant to the import/export of cargo/freight g.4. read and comprehend simple statements in English</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to: a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to complete import/export documentation, and/or a.2. complete import/export documentation in an appropriate range of operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when: a.1. identifying required procedures for the completion and checking of import/export documentation a.2. completing and checking required documentation and records a.3. providing customer/client service and working effectively with others a.4. conveying information in written and oral form a.5. locating, interpreting and applying relevant information a.6. preparing documentation using letters of credit and to meet workplace and customer's/transport organisation's requirements b. Shows evidence of application of relevant workplace procedures including: b.1. relevant Customs and related legislation b.2. Australian and international codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances b.3. workplace procedures and instructions for the completion and checking of import/export documentation b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report and/or rectify any potential difficulties in completing and checking import-export documentation in accordance with relevant legislative requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

TDTA1097B COORDINATE GOODS TO BOND PREMISES

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to coordinate goods to bond premises in accordance with regulatory and workplace requirements including identifying and listing goods for bonding, arranging transfer of goods to bond store, and preparing and issuing bond lists.

ELEMENT	PERFORMANCE CRITERIA
1. Identify and list goods for bonding	<ul style="list-style-type: none">a. Goods are listed for bonding when not delivered or collected on completion of agreed storage periodb. Prior to listing for bonding, inspection is arranged with the Australian Customs Service for goods identified as surplusc. Goods left after time advertised for collection are listed for bonding in accordance with workplace policy and Australian Customs Service requirements
2. Arrange transfer of goods to bond store	<ul style="list-style-type: none">a. Arrangements for the transfer of goods to bond store are made in accordance with regulatory requirements and workplace proceduresb. Carrier is notified of storage or yard location, marks and quantity
3. Prepare and issue bond list	<ul style="list-style-type: none">a. Bond list is prepared in accordance with workplace requirements and Australian Customs Service regulationsb. Bond list, endorsed with the relevant information, is issued to carrier

Range Of Variables

COORDINATE GOODS TO BOND PREMISES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning coordination of goods to bond premises b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the coordination of goods to bond premises as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> e.1. chemicals e.2. dangerous or hazardous substances e.3. movements of equipment, goods and materials f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees and supervisors f.2. suppliers, customers and clients f.3. bond store representatives f.4. relevant authorities and institutions f.5. management and union representatives f.6. industrial relations and OHS specialists f.7. other maintenance, professional or technical staff g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. radio g.7. oral, aural or signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. high visibility clothing

Range Of Variables (continued)

COORDINATE GOODS TO BOND PREMISES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for the coordination of goods to bond store premises a.2. supplier and/or client instructions a.3. goods identification numbers and codes a.4. manifests, bar codes, goods and container identification/serial number a.5. agent's delivery order and agent's program a.6. customer's clearance a.7. quarantine clearance a.8. point of MT return/hand-over agreement a.9. continuing permission a.10. single transaction permissions a.11. chief clerk's MT delivery program a.12. gate pass/VMO clearance stamped a.13. bulk run numbers a.14. manufacturer's specifications for equipment a.15. dangerous goods declarations and material safety data sheets (where applicable) a.16. relevant legislation, regulations and related documentation including ADG / IMDG Code a.17. award, enterprise bargaining agreement, other industrial arrangements a.18. relevant Australian standards and certification requirements a.19. quality assurance procedures a.20. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to the coordination of goods to bond premises a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

COORDINATE GOODS TO BOND PREMISES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. identify and list goods for bonding a.3. arrange transfer of goods to bond store a.4. prepare and issue bond list a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form a.7. maintain workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the coordination of goods to bond premises b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the coordination of goods to bond premises d. Focus of operation of work systems, equipment, management and site operating systems for obtaining Customs clearances e. Problems that may occur when coordinating goods to bond premises and appropriate action that can be taken to resolve the problems f. Documentation requirements for the coordination of goods to bond premises g. Ability to select and use relevant communications/computing/office equipment when coordinating goods to bond premises h. Ability to modify activities depending on differing workplace contexts, risk situations and environments i. Ability to read and comprehend simple statements in English j. Ability to read and interpret instructions, procedures and labels relevant to the coordination of goods to bond premises k. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to coordinate goods to bond premises, and/or a.2. coordinate goods to bond premises in an appropriate range of operational situations

COORDINATE GOODS TO BOND PREMISES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant information a.2. identifying and listing goods for bonding a.3. arranging transfer of goods to bond store a.4. preparing and issuing bond list a.5. providing customer/client service and working effectively with others a.6. conveying information in written and oral form a.7. maintaining workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to the coordination of goods to bond premises b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any potential difficulties in the coordination of goods to bond premises in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to package goods in accordance with regulatory and workplace requirements including selecting materials, packing and unwrapping products, and labelling packaged products/loads to the required labelling standards.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Select materials and pack and unwrap products</p>	<ul style="list-style-type: none"> a. Packaging specifications and order packaging documentation are correctly interpreted b. Appropriate packaging technology suitable for the goods to be packed is selected c. Packaging materials are identified and matched to specifications d. Work plan ensures materials are used economically and that appropriate packaging is used that minimises loss and damage in transit or storage e. Work is planned in accordance with OHS requirements f. Completed packed goods are stacked to minimise damage from within and outside
<p>2. Label packaged products/loads</p>	<ul style="list-style-type: none"> a. Workplace labelling standards are identified b. Appropriate goods handling, labelling and other identification symbols are utilised c. Invoices and picking slips are attached (where required) d. Workplace documentation is completed

Range Of Variables

PACKAGE GOODS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the packaging of goods b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the packaging of goods as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Goods may involve special handling, storage and/or packaging requirements, including temperature controlled goods and dangerous goods f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. chemicals f.2. dangerous or hazardous substances f.3. movements of equipment, goods and materials f.4. oil or water on floor f.5. a fire or explosion f.6. damaged packaging or pallets f.7. debris on floor f.8. faulty racking f.9. poorly stacked pallets f.10. faulty equipment g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. suppliers, customers and clients g.3. relevant authorities and institutions g.4. management and union representatives g.5. industrial relations and OHS specialists g.6. other maintenance, professional or technical staff h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange (EDI) h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. oral, aural or signed communications

Range Of Variables (continued)

PACKAGE GOODS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. codes of practice and regulations relevant to the packaging of goods a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations for the packaging of goods a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

PACKAGE GOODS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. select packaging materials and pack and unwrap products a.3. label packaged products/loads to labelling standards a.4. ensure packaging adequately protects goods a.5. minimise waste of packaging materials a.6. identify special requirements of products and package appropriately a.7. provide customer/client service and work effectively with others a.8. convey information in written and oral form a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the packaging of goods including the ADG Code b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the packaging of goods d. Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods e. Problems that may occur when packaging goods and appropriate action that can be taken to resolve the problems f. Documentation requirements for the packaging of goods g. Housekeeping standards procedures required in the workplace h. Site layout and obstacles i. Ability to select and use relevant communications/computing/equipment/materials when packaging goods j. Ability to modify activities depending on differing workplace contexts, risk situations and environments k. Ability to read and comprehend simple statements in English l. Ability to read and interpret instructions, procedures and labels relevant to the packaging of goods m. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards n. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels o. Ability to estimate the size, shape and special requirements of goods/loads

Evidence Guide (continued)

PACKAGE GOODS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to package goods in accordance with regulatory requirements, and/ora.2. package goods in accordance with relevant regulatory requirements in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. locating, interpreting and applying relevant informationa.2. selecting packaging materials and packing and unwrapping productsa.3. labelling packaged products/loads to required labelling standardsa.4. ensuring packaging adequately protects goodsa.5. minimising waste of packaging materialsa.6. identifying special requirements of products and packaging the products appropriatelya.7. providing customer/client service and working effectively with othersa.8. conveying information in written and oral forma.9. maintaining workplace recordsb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to the packaging of goodsb.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substancesb.3. OHS regulations and hazard prevention policies and proceduresb.4. workplace procedures and work instructions concerning the packaging of goods (including housekeeping and security procedures)b.5. obtaining assistance from other team members when requiredb.6. customer service and quality assurance procedures and policiesb.7. environmental protection proceduresc. Action is taken promptly to report and/or rectify any potential difficulties in the packaging of goods in accordance with OHS requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

Evidence Guide (continued)

PACKAGE GOODS

6. Context for assessment

- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	1	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to receive goods in accordance with regulatory and workplace requirements, including identifying workplace procedures and documentation requirements for the receipt of goods; checking and inspecting goods on arrival and completing workplace documentation; and unloading, packing and storing stock.

ELEMENT	PERFORMANCE CRITERIA
1. Identify workplace procedures and documentation requirements for the receipt of goods	<ul style="list-style-type: none"> a. Workplace procedures for receipt of goods are identified b. Purpose of documents associated with the receipt of goods is interpreted c. Workplace documentation requirements for the receipt of goods and reporting of damage are identified
2. Check and inspect goods on arrival and complete workplace documentation	<ul style="list-style-type: none"> a. Procedures for checking of goods in comparison with orders or manifests are identified and followed b. Discrepancies and/or damaged goods are reported c. Non-conforming goods are appropriately documented and despatched or stored in accordance with company procedures
3. Unload, unpack and store stock	<ul style="list-style-type: none"> a. Appropriate manual handling techniques and equipment are identified b. Safe work procedures are used when unloading, unpacking and storing stock c. Advice on appropriate storage locations and requirements for particular products is sought c. Goods are unloaded and unpacked in accordance with workplace procedures d. Assistance from others is sought when required to maintain safe and effective work e. Directions are followed to store stock in appropriate areas

Range Of Variables

RECEIVE GOODS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the receiving of goods b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the receiving of goods as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Received goods may involve special handling and storage requirements, including temperature controlled goods and dangerous goods f. Problems that may occur when receiving goods may include: <ul style="list-style-type: none"> f.1. damaged stock f.2. damaged pallets or packaging f.3. wrong stock f.4. error in paperwork f.5. poorly stacked stock f.6. incorrect quantity g. Aspects of goods to be checked when receiving goods may include: <ul style="list-style-type: none"> g.1. correct type g.2. number g.3. condition g.4. quality g.5. packaging g.6. labelling g.7. dangerous goods declarations and markings (where applicable) h. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> h.1. chemicals h.2. dangerous or hazardous substances h.3. movements of equipment, goods and materials h.4. oil or water on floor h.5. a fire or explosion h.6. damaged packaging or pallets h.7. debris on floor h.8. poorly stacked pallets h.9. faulty equipment

Range Of Variables (continued)

RECEIVE GOODS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, customers and clients i.3. drivers and agents i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists i.7. other maintenance, professional or technical staff j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. codes of practice and regulations relevant to the receiving of goods a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

Range Of Variables (continued)

RECEIVE GOODS

4. Applicable regulations and legislation
 - a. Applicable regulations and legislation may include:
 - a.1. relevant codes and regulations for the receiving of goods
 - a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
 - a.2.1. Australian and International Dangerous Goods Codes
 - a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code
 - a.2.3. IATA's 'Dangerous Goods by Air' regulations
 - a.2.4. Australian and International Explosives Codes
 - a.3. licence, patent or copyright arrangements
 - a.4. water and road use and licence arrangements
 - a.5. export/import/quarantine/bond requirements
 - a.6. marine orders
 - a.7. relevant State/Territory OHS and environmental protection legislation
 - a.8. workplace relations regulations
 - a.9. workers compensation regulations

RECEIVE GOODS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify workplace procedures and documentation requirements for the receipt of goods a.2. check and inspect goods and packaging on arrival and complete workplace documentation a.3. unload, unpack and store stock a.4. provide customer/client service and work effectively with others a.5. convey information in written and oral form a.6. maintain workplace records a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the receiving of goods including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the receiving of goods d. Focus of operation of work systems, equipment, management and site operating systems for the receiving of goods e. Problems that may occur when receiving goods and appropriate action that can be taken to resolve the problems f. Specifications and standards for the checking and inspection of received goods g. Documentation requirements for the receiving of goods h. Housekeeping standards procedures required in the workplace i. Site layout and obstacles j. Ability to select and use relevant load handling equipment and personal protection equipment when receiving goods k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to read and comprehend simple statements in English m. Ability to read and interpret instructions, procedures and labels relevant to the receiving of goods n. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards o. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels p. Ability to estimate the size, shape and special requirements of goods/loads

Evidence Guide (continued)

RECEIVE GOODS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to package goods in accordance with regulatory requirements, and/ora.2. package goods in accordance with relevant regulatory requirements in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. identifying workplace procedures and documentation requirements for the receipt of goodsa.2. checking and inspecting goods and packaging on arrival and completing workplace documentationa.3. unloading, unpacking and storing stocka.4. providing customer/client service and working effectively with othersa.5. conveying information in written and oral forma.6. maintaining required workplace recordsb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to the receiving of goodsb.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substancesb.3. OHS regulations and hazard prevention policies and proceduresb.4. workplace procedures and work instructions concerning the receiving of goods (including housekeeping and security procedures)b.5. manufacturer's instructions for the use of equipmentb.6. procedures for the use of personal protection equipmentb.7. obtaining assistance from other team members when requiredb.8. customer service and quality assurance procedures and policiesb.9. environmental protection proceduresc. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the receiving of goods in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

Evidence Guide (continued)

RECEIVE GOODS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to use product knowledge to complete work operations in accordance with workplace requirements including identifying products in a subsection of a warehouse or other storage area, examining quality and reporting on products, and using inventory and labelling systems to identify and locate products.

ELEMENT	PERFORMANCE CRITERIA
1. Identify products in a subsection of a warehouse or other storage area	<ul style="list-style-type: none"> a. Products are identified against specified criteria in accordance with workplace procedures b. Storage and handling characteristics are identified and applied consistently c. Products are described to internal customers identifying features which may affect location, safety or storage requirements
2. Examine quality and report on products	<ul style="list-style-type: none"> a. Products are inspected in accordance with workplace quality assurance procedures b. Workplace procedures are followed to replace, return or dispose of stock/products which are not useable c. Non-conforming products are recorded/reported in accordance with workplace procedures
3. Use inventory and labelling systems to identify and locate products	<ul style="list-style-type: none"> a. Inventory and labelling systems are used to locate products within the workplace b. Goods are physically located and identified

Range Of Variables

USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the identification, handling and storage of various categories of products/stock b. Work is performed under some supervision generally within a team environment c. Work involves the application of product knowledge and an understanding of relevant regulatory requirements to the handling and storage of various types of products/stock as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Goods may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods f. Inventory systems may be: <ul style="list-style-type: none"> f.1. automated f.2. manual f.3. paper-based f.4. computerised f.5. microfiche g. Categories or groups of products/stock may include: <ul style="list-style-type: none"> g.1. small parts g.2. perishable goods g.3. overseas export g.4. dangerous goods g.5. refrigerated products g.6. temperature controlled stock g.7. fragile goods h. Distinguishing identification criteria for products may include: <ul style="list-style-type: none"> h.1. shape h.2. size h.3. colour h.4. distinguishing features h.5. codes and product identification/serial numbers h.6. labels h.7. signs or other documentation h.8. locations

Range Of Variables (continued)

USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. The characteristics of products/stock may include: <ul style="list-style-type: none"> i.1. small parts i.2. toxicity i.3. flammability i.4. form i.5. weight i.6. size i.7. state i.8. perishability i.9. fragility i.10. security risk j. Labelling systems may include: <ul style="list-style-type: none"> j.1. batch code j.2. bar code j.3. identification numbering systems j.4. serial numbers j.5. symbols for safe handling j.6. ADG and HAZCHEM Codes k. Communication in the work area may include: <ul style="list-style-type: none"> k.1. phone k.2. electronic data interchange (EDI) k.3. fax k.4. e-mail k.5. Internet k.6. RF systems k.7. oral, aural or signed communications l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures m. Personal protection equipment may include: <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. safety glasses m.4. two-way radios m.5. high visibility clothing n. Consultative processes may involve: <ul style="list-style-type: none"> n.1. other employees and supervisors n.2. suppliers, customers and clients n.3. relevant authorities and institutions n.4. management and union representatives n.5. industrial relations and OHS specialists n.6. other maintenance, professional or technical staff

Range Of Variables (continued)

USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>o. Hazards in the work area may include:</p> <ul style="list-style-type: none"> o.1. chemicals o.2. dangerous or hazardous substances o.3. movements of equipment, goods and materials o.4. oil or water on floor o.5. a fire or explosion o.6. damaged packaging or pallets o.7. debris on floor o.8. faulty racking o.9. poorly stacked pallets o.10. faulty equipment
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. codes of practice and regulations relevant to the identification, handling and stacking of goods a.4. Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations for the packaging of goods a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. identify products/stock stored in the subsection of the workplace a.3. identify properties and purposes of specific categories of goods a.4. explain the characteristics of stock in relation to specific handling and storage requirements a.5. interpret and use workplace policies, procedures and practices in relation to product location and condition a.6. use workplace maps and location guides with inventory systems to physically locate goods in an efficient manner a.7. provide customer/client service and work effectively with others a.8. convey information in written and oral form a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations relevant to the products being identified, handled, transported, stacked and/or stored as part of work operations b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the identification, handling, stacking and storage of particular categories of products d. Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods e. Categories or groups of products and the special handling, stacking and storage requirements for each f. Purpose and use of cataloguing and labelling systems g. Strategies to seek out sources of knowledge of products and use this information to inform work h. Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods i. Documentation requirements including reports and records concerning damaged or contaminated goods j. Housekeeping standards procedures required in the workplace k. Site layout and obstacles l. Ability to select and use relevant communications, computing and load handling equipment m. Ability to modify activities depending on differing workplace contexts, risk situations and environments n. Ability to read and comprehend simple statements in English

Evidence Guide (continued)

USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

<p>3. Required knowledge and skills (continued)</p>	<ul style="list-style-type: none"> o. Ability to read and interpret instructions, procedures and labels relevant to the handling and storage of goods p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards q. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels r. Ability to estimate the size, shape and special requirements of goods/loads
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to use product knowledge to complete work operations, and/or a.2. use product knowledge to complete work operations in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant product information a.2. identifying products/stock a.3. identifying properties and purposes of specific categories of goods a.4. interpreting and using workplace policies, procedures and practices in relation to product location, and condition a.5. using workplace maps and location guides with inventory systems to physically locate goods in an efficient manner a.6. providing customer/client service and working effectively with others a.7. conveying information in written and oral form a.8. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice, regulations and legislative requirements b.2. Australian regulations and codes of practice for the handling and storage of dangerous goods, explosives and hazardous substances b.3. workplace procedures and work instructions concerning the identification, handling and storage of various categories of products (including housekeeping and security procedures) b.4. obtaining assistance from other team members when required b.5. customer service and quality assurance procedures and policies b.6. OHS regulations and hazard prevention policies and procedures b.7. environmental protection procedures c. Action is taken promptly to report and/or rectify any potential difficulties in the identification, handling and storage of goods in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to complete receipt/despatch documentation in accordance with regulatory and workplace requirements including analysing orders to identify work requirements to fill order, following workplace order documentation processes, and finalising documentation in accordance with workplace procedures and any relevant regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Analyse order to identify work requirements to fill order	<ul style="list-style-type: none"> a. Order request documentation is interpreted b. Product(s) in order are noted and workplace location(s) are identified c. Workplace and product knowledge is used to organise documentation d. Required schedules for order movement are identified and noted where required e. Special aspects of the order such as dangerous/hazardous goods or temperature controlled goods are identified and information on required documentation procedures and relevant regulatory requirements is identified, accessed and interpreted
2. Follow workplace order documentation processes	<ul style="list-style-type: none"> a. Workplace procedures for documentation of an order are identified b. Workplace documentation is completed in accordance with workplace procedures and any relevant regulatory requirements
3. Finalise documentation	<ul style="list-style-type: none"> a. Order is checked against schedule and order form b. Workplace records are completed, and labels and appropriate documentation attached in accordance with workplace procedures and any relevant regulatory requirements c. Special transportation requirements are identified and conveyed to appropriate personnel d. Where applicable, all required documentation requirements for dangerous goods and hazardous materials are completed in accordance with the relevant regulations and codes

Range Of Variables

COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the completion of receipt/despatch documentation b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the completion of receipt/despatch documentation as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Received/despatched goods may involve special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances f. Problems that may occur when receiving/despatching goods include: <ul style="list-style-type: none"> f.1. damaged stock f.2. damaged pallets or packaging f.3. wrong stock f.4. error in paperwork f.5. poorly stacked stock f.6. incorrect quantity g. Aspects of goods to be checked when receiving/despatching goods may include: <ul style="list-style-type: none"> g.1. correct type g.2. number g.3. condition g.4. quality g.5. packaging g.6. labelling g.7. dangerous goods declarations and marking (where applicable) h. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> h.1. chemicals h.2. dangerous or hazardous substances h.3. movements of equipment, goods and materials h.4. oil or water on floor h.5. a fire or explosion h.6. damaged packaging or pallets h.7. debris on floor h.8. poorly stacked pallets h.9. faulty equipment

Range Of Variables (continued)

COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, customers and clients i.3. drivers and agents i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists i.7. other maintenance, professional or technical staff j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. codes of practice and regulations relevant to the receiving of goods a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

4. **Applicable regulations and legislation**
- a. Applicable regulations and legislation may include:
 - a.1. relevant codes and regulations for the receiving of goods
 - a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
 - a.2.1. Australian and International Dangerous Goods Codes
 - a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code
 - a.2.3. IATA's 'Dangerous Goods by Air' regulations
 - a.2.4. Australian and International Explosives Codes
 - a.3. licence, patent or copyright arrangements
 - a.4. water and road use and licence arrangements
 - a.5. export/import/quarantine/bond requirements
 - a.6. marine orders
 - a.7. relevant State/Territory OHS and environmental protection legislation
 - a.8. workplace relations regulations
 - a.9. workers compensation regulations

COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify workplace procedures and requirements for the completion of receiptal/despatch documentation a.2. analyse order to identify work requirements a.3. identify and correctly complete the component parts of order forms a.4. follow requirements of the Australian Dangerous Goods Code (where applicable) a.5. provide customer/client service and work effectively with others a.6. locate, interpret and apply relevant information a.7. convey information in written and oral form a.8. maintain workplace records a.9. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the completion of receiptal/despatch documentation, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the completion of receiptal/despatch documentation d. Focus of operation of work systems, equipment, management and site operating systems for the receiving of goods e. Problems that may occur when completing receiptal/despatch documentation and appropriate action that can be taken to resolve the problems f. Specifications and standards for the checking and inspection of received/despatched goods g. Documentation requirements for the receipt and despatch of goods h. Housekeeping standards procedures required in the workplace i. Site layout and obstacles j. Ability to select and use relevant computer/communication/office equipment when completing receiptal/despatch documentation k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to read and comprehend simple statements in English m. Ability to read and interpret instructions, procedures and labels relevant to the completion of receiptal/despatch documentation n. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards o. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels p. Ability to estimate the size, shape and special requirements of goods/loads

COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to complete receiptal/despatch documentation in accordance with regulatory requirements, and/or a.2. complete receiptal/despatch documentation in accordance with relevant regulatory requirements in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying workplace procedures and requirements for the completion of receiptal/despatch documentation a.2. analysing order to identify work requirements a.3. identifying and correctly completing the component parts of order forms a.4. following requirements of the Australian Dangerous Goods Code (where applicable) a.5. providing customer/client service and working effectively with others a.6. locating, interpreting and applying relevant information a.7. conveying information in written and oral form a.8. maintaining required workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to the receiving of goods b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the completion of receiptal/despatch documentation (including housekeeping and security procedures) b.5. manufacturer's instructions for the use of equipment b.6. procedures for the use of personal protection equipment b.7. obtaining assistance from other team members when required b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the completion of receiptal/despatch documentation in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	3	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to apply product knowledge to the organisation of work operations including identifying and categorising products, matching products to locations based on specified criteria, and assisting individuals to solve stock identification and location problems.

ELEMENT	PERFORMANCE CRITERIA
1. Identify and categorise products	a. Products are identified and categorised in terms of specified criteria in accordance with workplace procedures
2. Match products to locations based on specified criteria	a. Locations for products are determined based on specified criteria b. Labels, inventory systems and other information sources are used to assist in the identification of products, handling and storage requirements
3. Assist individuals to solve stock identification and location problems	a. New stock items are identified and particular product information is brought to the attention of relevant personnel b. Stock queries are predicted and team members assisted to locate and assimilate information relevant to these products c. Personnel are assisted with routine and non-routine stock enquiries with actions taken to update information of products for relevant personnel d. Personnel are encouraged to maintain and build product knowledge through accessing product information and the application of problem solving and information analysis skills
4. Identify appropriate transfer and handling requirements	a. Resources used to transfer different products through the storage zones are identified and evaluated b. Work in receipt and despatch areas is supported by identification and reporting of variances c. Stock re-ordering is informed by knowledge of product source, frequency of pick destination (or seasonality) of products and potential for supply problems d. Relevant documentation is completed in accordance with workplace procedures
5. Contribute to continuous improvement	a. Knowledge of customer requirements is used to determine work design b. Potential problems are predicted and notified to appropriate personnel c. Opportunities for improvements to own work organisation are identified

Range Of Variables

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the identification, handling and storage of various categories of products/stock b. Work is performed under some supervision generally within a team environment c. Work involves the application of product knowledge and an understanding of relevant regulatory requirements to the organisation of work operations in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace activities being organised may include but are not limited to: <ul style="list-style-type: none"> d.1. receipt d.2. storage d.3. goods/stock movement d.4. despatch d.5. stock levels d.6. re-ordering processes e. Work may be conducted in: <ul style="list-style-type: none"> e.1. restricted spaces e.2. exposed conditions e.3. controlled or open environments f. Goods may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods g. Modes of transfer may be manual or motorised h. Storage types may include but are not limited to: <ul style="list-style-type: none"> h.1. bin/binning systems h.2. rack refrigeration/freezers/cold rooms h.3. marked floor space h.4. containers h.5. racks and racking systems h.6. block/stacks h.7. pallets i. Inventory systems may be: <ul style="list-style-type: none"> i.1. automated i.2. manual i.3. paper-based i.4. computerised i.5. microfiche

Range Of Variables (continued)

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>j. Categories or groups of products/stock may include:</p> <ul style="list-style-type: none"> j.1. small parts j.2. perishable goods j.3. overseas export j.4. dangerous goods j.5. refrigerated products j.6. temperature controlled stock j.7. fragile goods <p>k. The characteristics of products/stock may include:</p> <ul style="list-style-type: none"> k.1. small parts k.2. toxicity k.3. flammability k.4. form k.5. weight k.6. size k.7. state k.8. perishability k.9. fragility k.10. security risk <p>l. Labelling systems may include but are not limited to:</p> <ul style="list-style-type: none"> l.1. batch code l.2. bar code l.3. identification numbering systems l.4. serial numbers l.5. symbols for safe handling l.6. ADG and HAZCHEM Codes <p>m. Hazards in the work area may include:</p> <ul style="list-style-type: none"> m.1. chemicals m.2. dangerous or hazardous substances m.3. movements of equipment, goods and materials m.4. oil or water on floor m.5. a fire or explosion m.6. damaged packaging or pallets m.7. debris on floor m.8. faulty racking m.9. poorly stacked pallets m.10. faulty equipment <p>n. Communication in the work area may include:</p> <ul style="list-style-type: none"> n.1. phone n.2. electronic data interchange (EDI) n.3. fax n.4. e-mail n.5. Internet n.6. RF systems n.7. oral, aural or signed communications

Range Of Variables (continued)

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures p. Personal protection equipment may include: <ul style="list-style-type: none"> p.1. gloves p.2. safety headwear and footwear p.3. safety glasses p.4. two-way radios p.5. high visibility clothing q. Consultative processes may involve: <ul style="list-style-type: none"> q.1. other employees and supervisors q.2. suppliers, customers and clients q.3. relevant authorities and institutions q.4. management and union representatives q.5. industrial relations and OHS specialists q.6. other maintenance, professional or technical staff
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes, and container identification/serial number a.3. codes of practice and regulations relevant to workplace operations a.4. Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

Range Of Variables (continued)

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for the packaging of goodsa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian and International Explosives Codesa.3. licence, patent or copyright arrangementsa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. marine ordersa.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant product information a.2. identify and categorise products a.3. match products to locations based on specified criteria a.4. assist individuals to solve stock identification and location problems a.5. identify appropriate transfer and handling requirements a.6. contribute to continuous improvement a.7. provide customer/client service and work effectively with others a.8. apply legislative and workplace policy on various categories of products/stock to workplace activities a.9. identify product type and location and transport requirements through observation and checking of labels and information systems a.10. assist team members to develop and build product knowledge to support work requirements a.11. liaise with appropriate personnel when potential workflow is affected by stock levels
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations relevant to the workplace activities b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies relevant to the application of product knowledge to the organisation of workplace operations d. Focus of operation of work systems, equipment, management and site operating systems e. Information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements for each f. Product sources, destinations and potential problems g. Re-ordering procedures and just-in-time planning principles h. Requirements for workplace documentation, inventory systems and records i. Sources of product information j. Strategies to seek out sources of knowledge of products and use this information to inform work k. Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods l. Documentation requirements including reports and records concerning damaged or contaminated goods m. Housekeeping standards procedures required in the workplace n. Site layout and obstacles o. Ability to select and use relevant communications, computing and office equipment when organising workplace activities p. Ability to modify activities depending on differing workplace contexts, risk situations and environments q. Ability to access, read and interpret product information, policies and regulatory requirements relevant to workplace operations

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

<p>3. Required knowledge and skills (continued)</p>	<p>r. Ability to use information on products/stock to determine, plan and organise processes used for receipt, storage, goods movement, despatch, stock levels, re-ordering processes</p> <p>s. Ability to organise and monitor the use of personal protective clothing and equipment conforming to industry and OHS standards</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply product knowledge to the organisation of workplace activities, and/or</p> <p>a.2. apply product knowledge to the organisation of workplace activities in an appropriate range of operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. identifying and categorising products</p> <p>a.2. matching products to locations based on specified criteria</p> <p>a.3. assisting individuals to solve stock identification and location problems</p> <p>a.4. identifying appropriate transfer and handling requirements</p> <p>a.5. contributing to continuous improvement</p> <p>a.6. providing customer/client service and working effectively with others</p> <p>a.7. applying legislative and workplace policy to workplace activities</p> <p>a.8. identifying product type and location and transport requirements</p> <p>a.9. assisting team members to develop and build product knowledge to support work requirements</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice, regulations and legislative requirements</p> <p>b.2. Australian regulations and codes of practice for the handling and storage of dangerous goods, explosives and hazardous substances</p> <p>b.3. workplace procedures and work instructions concerning the application of product knowledge to the organisation of workplace operations (including housekeeping and security procedures)</p> <p>b.4. obtaining assistance from other team members when required</p> <p>b.5. customer service and quality assurance procedures and policies</p> <p>b.6. OHS regulations and hazard prevention policies and procedures</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report and/or rectify any safety incidents and difficulties in the workplace operations in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	2	2	2

TDTA1897B ORGANISE DESPATCH OPERATIONS

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to organise despatch operations in accordance with workplace requirements including planning and organising despatch operations, organising the storage and despatch of stock, and completing all required documentation and records.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Plan and organise despatch operations</p>	<p>a. Knowledge of product characteristics and workplace procedures are applied to the analysis of the stock</p> <p>b. Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristics</p> <p>c. Deadlines are scheduled to meet order requirements</p> <p>d. Work processes are planned to meet deadlines</p>
<p>2. Organise the storage and despatch of stock</p>	<p>a. Employees, equipment and storage areas are allocated and supervised</p> <p>b. Individuals are informed of work requirements and deadlines</p> <p>c. Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OHS requirements</p> <p>d. Discrepancies in stocks are noted and reported in accordance with company procedures</p>
<p>3. Complete documentation</p>	<p>a. Required despatch documentation and records are completed in accordance with workplace procedures</p>

Range Of Variables

ORGANISE DESPATCH OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the organisation of despatch operations b. Work is performed under some supervision generally within a team environment c. Work involves the application of regulatory requirements and workplace procedures to the organisation of despatch operations in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Goods to be despatched may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances f. Problems that may occur when despatching an order include: <ul style="list-style-type: none"> f.1. wrong stock is despatched f.2. wrong carton for order f.3. incorrect location f.4. damaged stock f.5. no stock at location f.6. incorrect quantity f.7. failing to meet a special order requirement f.8. failing to meet customer's delivery requirements g. Special order requirements may include: <ul style="list-style-type: none"> g.1. pricing g.2. special packing g.3. specific size of carton g.4. special categories of stock h. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> h.1. chemicals h.2. dangerous or hazardous substances h.3. movements of equipment, goods and materials h.4. oil or water on floor h.5. a fire or explosion h.6. damaged packaging or pallets h.7. debris on floor h.8. faulty racking h.9. poorly stacked pallets h.10. faulty equipment

Range Of Variables (continued)

ORGANISE DESPATCH OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange (EDI) i.3. fax i.4. e-mail i.5. Internet i.6. RF communications i.7. barcode readers i.8. oral, aural or signed communications j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures k. Personal protection equipment may include: <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. two-way radios k.5. high visibility clothing l. Consultative processes may involve: <ul style="list-style-type: none"> l.1. workplace personnel l.2. supervisors and managers l.3. customers/clients l.4. drivers and agents l.5. contractors l.6. official representatives
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. manufacturer's specifications for equipment/tools a.4. workplace procedures and policies a.5. supplier and/or client instructions a.6. dangerous goods declarations and material safety data sheets (where applicable) a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. relevant legislation, regulations and related documentation including the ADG Code a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures

ORGANISE DESPATCH OPERATIONS

4. **Applicable regulations and legislation**
 - a. Applicable regulations and legislation may include:
 - a.1. relevant codes and regulations pertaining to the organising of despatch operations
 - a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
 - a.2.1. Australian and International Dangerous Goods Codes
 - a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code
 - a.2.3. IATA's 'Dangerous Goods by Air' regulations
 - a.2.4. Australian and International Explosives Codes
 - a.3. relevant State/Territory OHS legislation
 - a.4. relevant State/Territory environmental protection legislation
 - a.5. licence, patent or copyright arrangements
 - a.6. water and road use and licence arrangements
 - a.7. export/import/quarantine/bond requirements
 - a.8. workplace relations regulations
 - a.9. workers compensation regulations

ORGANISE DESPATCH OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply information relevant to despatch operations a.2. plan and organise despatch operations a.3. organise the storage and despatch of stock a.4. provide customer/client service and work effectively with others a.5. convey information in written and oral form a.6. maintain workplace records and documentation a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the organising of despatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the organising of despatch operations d. Focus of operation of work systems, equipment, management and site operating systems for the organising of despatch operations e. Problems that may occur when organising despatch operations and appropriate action that can be taken to resolve the problems f. Documentation and record requirements for despatch operations g. Equipment used during the organisation of despatch operations and the precautions and procedures that should be followed in its use h. Housekeeping standards procedures required in the workplace i. Site layout and obstacles j. Focus of operation of work system for orders and the relationships and requirements in respect of related systems k. Ability to select and use relevant equipment and communications technology when organising despatch operations l. Ability to modify activities depending on differing workplace contexts, risk situations and environments n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the organising of despatch operations p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards q. Ability to identify relevant stock and goods coding and labelling, including ADG and IMDG markings r. Ability to estimate the size, shape and special requirements of goods/loads

Evidence Guide (continued)

ORGANISE DESPATCH OPERATIONS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise despatch operations, and/or a.2. organise despatch operations in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant information a.2. planning and organising despatch operations a.3. organising the storage and despatch of stock a.4. providing customer/client service and working effectively with others a.5. conveying information in written and oral form a.6. maintaining workplace records and documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and regulations, including ADG Code b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the organising of despatch operations (including security procedures) b.4. manufacturer's instructions for the use of equipment b.5. procedures for the use of personal protection equipment b.6. customer service and quality assurance procedures and policies b.7. environmental protection procedures c. Action is taken promptly to report any accidents, incidents or difficulties in the organising of despatch operations in accordance with OHS and regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

TDTA1997B ORGANISE RECEIVAL OPERATIONS

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to organise receival operations in accordance with workplace requirements including planning and organising receival operations, organising the storage of received stock, and completing all required documentation and records in accordance with workplace procedures and relevant regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Plan and organise receival operations	<ul style="list-style-type: none">a. Knowledge of product characteristics and workplace procedures are applied to the analysis of the stockb. Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristicsc. Deadlines are scheduled to enable receipt of stock in storage zonesd. Work processes are planned to meet specified deadlines
2. Organise the storage of stock	<ul style="list-style-type: none">a. Employees, equipment and storage areas are allocated and supervisedb. Individuals are informed of work requirements and deadlinesc. Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OHS requirementsd. Discrepancies in stocks are noted and reported in accordance with workplace procedures
3. Complete documentation	<ul style="list-style-type: none">a. Documentation and records regarding receival operations are completed and filed/despatched in accordance with workplace procedures and relevant regulatory requirements

Range Of Variables

ORGANISE RECEIVAL OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the organisation of receival operations b. Work is performed under some supervision generally within a team environment c. Work involves the application of regulatory requirements and workplace procedures to the organisation of receival operations in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Goods to be received may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances f. Problems that may occur when receiving an order include: <ul style="list-style-type: none"> f.1. wrong stock is received f.2. damaged stock f.3. damaged packaging or pallets f.4. incorrect quantity f.5. error in paperwork f.6. paperwork doesn't match goods f.7. delivered late f.8. poorly stacked stock f.9. incorrect quantity g. Aspects of goods to be checked when goods are received may include: <ul style="list-style-type: none"> g.1. correct type g.2. number g.3. condition g.4. quality g.5. packaging g.6. labelling g.7. dangerous goods declarations and marking (where applicable)

Range Of Variables (continued)

ORGANISE RECEIVAL OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Hazards in the work area may include exposure to:</p> <ul style="list-style-type: none"> h.1. chemicals h.2. dangerous or hazardous substances h.3. movements of equipment, goods and materials h.4. oil or water on floor h.5. a fire or explosion h.6. damaged packaging or pallets h.7. debris on floor h.8. faulty racking h.9. poorly stacked pallets h.10. faulty equipment <p>i. Communication in the work area may include:</p> <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange (EDI) i.3. fax i.4. e-mail i.5. Internet i.6. RF communications i.7. barcode readers i.8. oral, aural or signed communications <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures <p>k. Personal protection equipment may include:</p> <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. two-way radios k.5. high visibility clothing <p>l. Consultative processes may involve:</p> <ul style="list-style-type: none"> l.1. workplace personnel l.2. supervisors and managers l.3. customers/clients l.4. drivers and agents l.5. contractors l.6. official representatives

Range Of Variables (continued)

ORGANISE RECEIVAL OPERATIONS

3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none">a.1. goods identification numbers and codesa.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codesa.3. manufacturer's specifications for equipment/toolsa.4. workplace procedures and policiesa.5. supplier and/or client instructionsa.6. dangerous goods declarations and material safety data sheets (where applicable)a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Codea.8. relevant legislation, regulations and related documentation including the ADG Codea.9. award, enterprise bargaining agreement, other industrial arrangementsa.10. standards and certification requirementsa.11. quality assurance proceduresa.12. emergency procedures
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to the organising of receipt operationsa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. relevant State/Territory OHS legislationa.4. relevant State/Territory environmental protection legislationa.5. licence, patent or copyright arrangementsa.6. water and road use and licence arrangementsa.7. export/import/quarantine/bond requirementsa.8. workplace relations regulationsa.9. workers compensation regulations

ORGANISE RECEIVAL OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply information relevant to receival operations a.2. plan and organise receival operations a.3. organise the location and storage of received stock a.4. provide customer/client service and work effectively with others a.5. convey information in written and oral form a.6. maintain workplace records and documentation a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the organising of receival operations, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the organising of receival operations d. Focus of operation of work systems, equipment, management and site operating systems for the organising of receival operations e. Problems that may occur when organising receival operations and appropriate action that can be taken to resolve the problems f. Documentation and record requirements for receival operations g. Equipment used during the organisation of receival operations and the precautions and procedures that should be followed in its use h. Housekeeping standards procedures required in the workplace i. Site layout and obstacles j. Focus of operation of work system for orders and the relationships and requirements in respect of related systems k. Ability to select and use relevant equipment and communications technology when organising receival operations l. Ability to modify activities depending on differing workplace contexts, risk situations and environments n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the organising of receival operations p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards q. Ability to identify relevant stock and goods coding and labelling, including ADG and IMDG markings r. Ability to estimate the size, shape and special requirements of goods/loads

Evidence Guide (continued)

ORGANISE RECEIVAL OPERATIONS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise receival operations, and/or a.2. organise receival operations in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant information a.2. planning and organising receival operations a.3. organising the storage of received stock a.4. providing customer/client service and working effectively with others a.5. conveying information in written and oral form a.6. maintaining workplace records and documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and regulations, including ADG Code b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the organising of receival operations (including security procedures) b.4. manufacturer's instructions for the use of equipment b.5. procedures for the use of personal protection equipment b.6. customer service and quality assurance procedures and policies b.7. environmental protection procedures c. Action is taken promptly to report any accidents, incidents or difficulties in the organising of receival operations in accordance with OHS and regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to despatch stock in accordance with workplace requirements including analysing orders to identify work requirements, following workplace order picking processes to prepare goods for despatch, and completing despatch tasks in accordance with workplace procedures and schedules.

ELEMENT	PERFORMANCE CRITERIA
1. Analyse order to identify work requirements	<ul style="list-style-type: none"> a. Order request and consignment note documentation is interpreted b. Required schedules for despatch are identified c. Product(s) in order are identified d. Workplace and product knowledge is used to plan sequence of work e. Appropriate materials handling equipment is selected within required OHS regulations and timeframe for the despatch
2. Follow workplace order picking processes to prepare goods for despatch	<ul style="list-style-type: none"> a. Goods for despatch are selected, checking against product knowledge, labels and other identification systems b. Products are sorted, assembled and consolidated c. Orders are secured and placed in storage/despatch zones, in accordance with schedule d. Order is checked against despatch schedule and order form
3. Complete despatch following workplace procedures and schedules	<ul style="list-style-type: none"> a. Workplace records are completed, and labels and appropriate documentation attached b. Load labels and documentation are checked and loading organised in accordance with workplace procedures and ADG Code (where applicable) c. Final check of load labels and documentation is completed in accordance with requirements d. Transportation requirements are described to driver where appropriate

Range Of Variables

DESPATCH STOCK

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the despatch of goods b. Work is performed under some supervision generally within a team environment c. Work involves the application of regulatory requirements and workplace procedures to despatch operations in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Goods to be despatched may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances f. Problems that may occur when despatching an order include: <ul style="list-style-type: none"> f.1. wrong stock is despatched f.2. wrong carton for order f.3. incorrect location f.4. damaged stock f.5. no stock at location f.6. incorrect quantity f.7. failing to meet a special order requirement f.8. failing to meet customer's delivery requirements g. Special order requirements may include: <ul style="list-style-type: none"> g.1. pricing g.2. special packing g.3. specific size of carton g.4. special categories of stock h. Hazards in the work area may include: <ul style="list-style-type: none"> h.1. chemicals h.2. dangerous or hazardous substances h.3. movements of equipment, goods and materials h.4. oil or water on floor h.5. a fire or explosion h.6. damaged packaging or pallets h.7. debris on floor h.8. faulty racking h.9. poorly stacked pallets h.10. faulty equipment

Range Of Variables (continued)

DESPATCH STOCK

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange (EDI) i.3. fax i.4. e-mail i.5. Internet i.6. RF communications i.7. barcode readers i.8. oral, aural or signed communications j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures k. Personal protection equipment may include: <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. two-way radios k.5. high visibility clothing l. Consultative processes may involve: <ul style="list-style-type: none"> l.1. workplace personnel l.2. supervisors and managers l.3. customers/clients l.3. drivers and agents l.4. contractors l.5. official representatives
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. manufacturer's specifications for equipment/tools a.4. workplace procedures and policies a.5. supplier and/or client instructions a.6. dangerous goods declarations and material safety data sheets (where applicable) a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. relevant legislation, regulations and related documentation including the ADG Code a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures

Range Of Variables (continued)

DESPATCH STOCK

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to the organising of despatch operationsa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. relevant State/Territory OHS legislationa.4. relevant State/Territory environmental protection legislationa.5. licence, patent or copyright arrangementsa.6. water and road use and licence arrangementsa.7. export/import/quarantine/bond requirementsa.8. workplace relations regulationsa.9. workers compensation regulations

DESPATCH STOCK

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply information relevant to despatch operations a.2. identify purpose of component parts of order forms a.3. identify products and relevant handling requirements a.4. organise own despatch operations a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form a.7. maintain workplace records and documentation a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to despatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the organising of despatch operations d. Focus of operation of work systems, equipment, management and site operating systems for despatching goods e. Problems that may occur when despatching goods and appropriate action that can be taken to resolve the problems f. Documentation and record requirements for despatch operations g. Equipment used during despatch operations and the precautions and procedures that should be followed in its use h. Housekeeping standards procedures required in the workplace i. Site layout and obstacles j. Focus of operation of work system for orders and the relationships and requirements in respect of related systems k. Ability to select and use relevant equipment and communications technology when organising despatch operations l. Ability to modify activities depending on differing workplace contexts, risk situations and environments m. Ability to read and comprehend simple statements in English n. Ability to read and interpret instructions, procedures and labels relevant to the organising of despatch operations o. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards p. Ability to identify relevant stock and goods coding and labelling, including ADG and IMDG markings q. Ability to estimate the size, shape and special requirements of goods/loads

Evidence Guide (continued)

DESPATCH STOCK

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to despatch goods, and/or</p> <p>a.2. despatch goods in an appropriate range of operational situations</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. locating, interpreting and applying relevant information</p> <p>a.2. identifying the purpose of the component parts of order forms</p> <p>a.3. identifying products and relevant handling requirements</p> <p>a.4. organising own despatch operations</p> <p>a.5. providing customer/client service and working effectively with others</p> <p>a.6. conveying information in written and oral form</p> <p>a.7. maintaining workplace records and documentation</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations, including ADG Code</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and work instructions for the despatch of goods (including housekeeping and security procedures)</p> <p>b.4. manufacturer's instructions for the use of equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report any accidents, incidents or difficulties in the despatch of goods in accordance with OHS and regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	3	2	2	2	2

TDTA2297B PARTICIPATE IN STOCKTAKES

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to participate in stocktakes in accordance with workplace requirements including preparing for stocktakes, conducting stocktakes, counting stock, identifying stock discrepancies, and completing all required documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for stocktake	<ul style="list-style-type: none"> a. Goods to be counted and appropriate inventory systems are identified b. Required resources including equipment and record keeping systems are identified c. Allocated tasks, zones and work requirements are identified d. Sequence work role planned in a time effective manner
2. Stocktake and count stock	<ul style="list-style-type: none"> a. Stocktaking and cyclical counts are undertaken in accordance with enterprise policies and procedures b. Inventory data is interpreted c. Inventory data is confirmed to match stock d. Stock levels are accurately counted and documented
3. Identify stock discrepancies	<ul style="list-style-type: none"> a. Discrepancies in type, number and quality of stock are accurately recorded and documented b. Products stored in inappropriate storage locations are relocated and stock records adjusted
4. Complete documentation	<ul style="list-style-type: none"> a. Inventory data is reconciled to match warehouse stock in accordance with company procedures b. Workplace documentation is completed

Range Of Variables

PARTICIPATE IN STOCKTAKES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the conduct of a stocktake b. Work is performed under some supervision generally within a team environment c. Work involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when participating in stocktakes as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Goods may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods f. Inventory systems may be: <ul style="list-style-type: none"> f.1. automated f.2. manual f.3. paper based f.4. computerised f.5. microfiche g. Categories or groups of products/stock may include: <ul style="list-style-type: none"> g.1. small parts g.2. perishable goods g.3. overseas export g.4. dangerous goods g.5. refrigerated products g.6. temperature controlled stock g.7. fragile goods h. The characteristics of products/stock may include: <ul style="list-style-type: none"> h.1. small parts h.2. toxicity h.3. flammability h.4. form h.5. weight h.6. size h.7. state h.8. perishability h.9. fragility h.10. security risk

Range Of Variables (continued)

PARTICIPATE IN STOCKTAKES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Labelling systems may include: <ul style="list-style-type: none"> i.1. batch code i.2. bar code i.3. identification numbering systems i.4. serial numbers i.5. symbols for safe handling i.6. ADG and HAZCHEM Codes j. Hazards in the work area may include: <ul style="list-style-type: none"> j.1. chemicals j.2. dangerous or hazardous substances j.3. movements of equipment, goods and materials j.4. oil or water on floor j.5. a fire or explosion j.6. damaged packaging or pallets j.7. debris on floor j.8. faulty racking j.9. poorly stacked pallets j.10. faulty equipment k. Communication in the work area may include: <ul style="list-style-type: none"> k.1. phone k.2. electronic data interchange (EDI) k.3. fax k.4. e-mail k.5. Internet k.6. RF systems k.7. oral, aural or signed communications l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures m. Personal protection equipment may include: <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. safety glasses m.4. two-way radios m.5. high visibility clothing n. Consultative processes may involve: <ul style="list-style-type: none"> n.1. other employees and supervisors n.2. suppliers, customers and clients n.3. relevant authorities and institutions n.4. management and union representatives n.5. industrial relations and OHS specialists n.6. other maintenance, professional or technical staff

Range Of Variables (continued)

PARTICIPATE IN STOCKTAKES

3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none">a.1. goods identification numbers and codesa.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codesa.3. codes of practice and regulations relevant to the identification, handling and stacking of goodsa.4. Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substancesa.5. operations manuals, job specifications and induction documentationa.6. manufacturer's specifications for equipmenta.7. workplace procedures and policiesa.8. supplier and/or client instructionsa.9. dangerous goods declarations and material safety data sheets (where applicable)a.10. award, enterprise bargaining agreement, other industrial arrangementsa.11. relevant Australian standards and certification requirementsa.12. quality assurance proceduresa.13. emergency procedures
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none">a.1. relevant codes and regulations for the packaging of goodsa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian and International Explosives Codesa.3. licence, patent or copyright arrangementsa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. relevant State/Territory OHS and environmental protection legislationa.7. workplace relations regulationsa.8. workers compensation regulations

PARTICIPATE IN STOCKTAKES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow workplace procedures for stocktakes, including: <ul style="list-style-type: none"> a.1.1. preparing for a stocktake a.1.2. implementing stocktake processes a.1.3. counting stock a.1.4. identifying stock discrepancies a.2. provide customer/client service a.3. work effectively with colleagues a.4. convey information in written and oral form a.5. maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations relevant to the conduct of stocktakes b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the conduct of stocktakes d. Focus of operation of work systems, equipment, management and site operating systems for the conduct of stocktakes e. Workplace processes for records management and the production of stocktake reports f. Principles of operation and functions of stocktake systems g. Housekeeping standards procedures required in the workplace h. Site layout and obstacles i. Ability to select and use relevant communications, computing and office equipment when conducting stocktakes j. Ability to modify activities depending on differing workplace contexts, risk situations and environments k. Ability to read and comprehend simple statements in English l. Ability to read and interpret instructions, procedures and labels relevant to the conduct of stocktakes m. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to participate effectively in stocktakes, and/or a.2. participate in stocktakes in an appropriate range of operational situations

Evidence Guide (continued)

PARTICIPATE IN STOCKTAKES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. following workplace procedures for the conduct of a stocktake a.2. providing customer/client service a.3. working effectively with colleagues in stocktake activities a.4. conveying information in written and oral form a.5. maintaining workplace records a.6. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice, regulations and legislative requirements b.2. Australian regulations and codes of practice for the storage of dangerous goods, explosives and hazardous substances b.3. workplace procedures and work instructions for the conduct of stocktakes (including security procedures) b.4. manufacturer's instructions on the use of equipment and systems used in stocktakes b.5. obtaining assistance from other team members when required b.6. customer service and quality assurance procedures and policies b.7. OHS regulations and hazard prevention policies and procedures b.8. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any potential difficulties in stocktakes in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to coordinate stocktakes in accordance with workplace requirements including planning stocktakes, coordinating stocktake activities, identifying stock discrepancies, and adjusting documentation in accordance with workplace procedures and relevant regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Plan stocktake	<ul style="list-style-type: none"> a. Goods to be counted and appropriate inventory systems are identified b. Required resources including equipment, record keeping systems and personnel are identified c. Members of the team are instructed and assisted d. Team members are allocated to particular tasks and zones and given clear directions for work requirements e. Sequence and operations of the stocktake are planned in a time effective manner
2. Coordinate stocktake	<ul style="list-style-type: none"> a. Stocktaking and cyclical counts are coordinated in accordance with workplace policies and procedures b. Inventory data is interpreted c. Inventory data is confirmed to match stock d. Stock levels are accurately counted and documented
3. Identify stock discrepancies	<ul style="list-style-type: none"> a. Discrepancies in type, number and quality of stock are accurately recorded and documented b. Possible reasons for discrepancies are identified c. Products stored in inappropriate storage locations are relocated and stock records are adjusted in accordance with workplace procedures
4. Adjust documentation	<ul style="list-style-type: none"> a. Inventory data is reconciled to match warehouse stock in accordance with regulations, workplace practices, policies and procedures b. Information is reconciled with audit requirements c. Workplace documentation is completed

Range Of Variables

COORDINATE STOCKTAKES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements when coordinating stocktakes b. Work is performed under some supervision generally within a team environment c. Work involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when coordinating stocktakes as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Equipment used in stocktaking may include: <ul style="list-style-type: none"> e.1. calculators e.2. scanners e.3. hand-held computers f. Inventory systems may be: <ul style="list-style-type: none"> f.1. automated f.2. manual f.3. paper-based f.4. computerised f.5. microfiche g. Categories or groups of products/stock may include: <ul style="list-style-type: none"> g.1. small parts g.2. perishable goods g.3. overseas export g.4. dangerous goods g.5. refrigerated products g.6. temperature controlled stock g.7. fragile goods h. The characteristics of products/stock may include: <ul style="list-style-type: none"> h.1. small parts h.2. toxicity h.3. flammability h.4. form h.5. weight h.6. size h.7. state h.8. perishability h.9. fragility h.10. security risk

Range Of Variables (continued)

COORDINATE STOCKTAKES

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Labelling systems may include: <ul style="list-style-type: none"> i.1. batch code i.2. bar code i.3. identification numbering systems i.4. serial numbers i.5. symbols for safe handling i.6. ADG and HAZCHEM Codes j. Hazards in the work area may include: <ul style="list-style-type: none"> j.1. chemicals j.2. dangerous or hazardous substances j.3. movements of equipment, goods and materials j.4. oil or water on floor j.5. a fire or explosion j.6. damaged packaging or pallets j.7. debris on floor j.8. faulty racking j.9. poorly stacked pallets j.10. faulty equipment k. Communication in the work area may include: <ul style="list-style-type: none"> k.1. phone k.2. electronic data interchange (EDI) k.3. fax k.4. e-mail k.5. Internet k.6. RF systems k.7. oral, aural or signed communications l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures m. Personal protection equipment may include: <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. safety glasses m.4. two-way radios m.5. high visibility clothing n. Consultative processes may involve: <ul style="list-style-type: none"> n.1. other employees and supervisors n.2. suppliers, customers and clients n.3. relevant authorities and institutions n.4. management and union representatives n.5. industrial relations and OHS specialists n.6. other maintenance, professional or technical staff

Range Of Variables (continued)

COORDINATE STOCKTAKES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. codes of practice and regulations relevant to the identification, handling and stacking of goods a.4. Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations for the packaging of goods a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. relevant State/Territory OHS and environmental protection legislation a.7. workplace relations regulations a.8. workers compensation regulations

COORDINATE STOCKTAKES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply information relevant to a stocktake a.2. communicate information on products and work system requirements a.3. identify resource requirements (physical and human) for a stocktake a.4. work with others to plan and conduct stocktake activities a.5. interpret and use workplace policies, procedures and practices in relation to stocktaking activities a.6. provide customer/client service and work effectively with others a.7. convey information in written and oral form a.8. maintain workplace records a.9. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations relevant to the coordination of stocktakes b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the coordination of stocktakes d. Focus of operation of work systems, equipment, management and site operating systems for the conduct of stocktakes e. Workplace processes for records management and the production of stocktake reports f. Principles and functions of stocktakes g. Problems that may occur when coordinating a stocktake and appropriate action that can be taken h. Computer records/documentation requirements for the coordination of stocktakes i. Housekeeping standards procedures required in the workplace j. Site layout k. Ability to select and use relevant communications, computing and office equipment when coordinating stocktakes l. Ability to modify activities depending on differing workplace contexts, risk situations and environments m. Ability to read and comprehend simple statements in English n. Ability to read and interpret instructions, procedures and labels relevant to the coordination of stocktakes o. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the use of inventory systems to coordinate a stocktake, and/or a.2. coordinate stocktakes in an appropriate range of operational situations

Evidence Guide (continued)

COORDINATE STOCKTAKES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying information relevant to a stocktake a.2. communicating information on products and work system requirements a.3. identifying resource requirements (physical and human) for a stocktake a.4. working with others to plan and conduct stocktake activities a.5. interpreting and using workplace policies, procedures and practices in relation to stocktaking activities a.6. providing customer/client service and working effectively with others a.7. conveying information in written and oral form a.8. maintaining workplace records a.9. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice, regulations and legislative requirements b.2. Australian regulations and codes of practice for the storage of dangerous goods, explosives and hazardous substances b.3. workplace procedures and work instructions concerning the coordination of a stocktake (including the monitoring of housekeeping and security procedures) b.4. manufacturer's instructions on the use of equipment and systems b.5. obtaining assistance from other team members when required b.6. customer service and quality assurance procedures and policies b.7. OHS regulations and hazard prevention policies and procedures b.8. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any potential difficulties in the use of inventory systems to organise stock control in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

TDTA2497B ORGANISE WAREHOUSE RECORDS OPERATIONS

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to organise warehouse records operations in accordance with workplace requirements including identifying record management databases, storage types and technologies; storing warehouse records; and using record management systems to retrieve information.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify record management databases, storage types and technologies</p>	<ul style="list-style-type: none"> a. Requirements for records operations are identified and defined b. Types of record systems which might meet workplace requirements are identified and reviewed b. Advantages and disadvantages of identified systems are evaluated and noted c. Record management systems are selected in accordance with workplace requirements d. Appropriate action is taken to establish the selected record system in accordance with workplace procedures and operational requirements
<p>2. Store warehouse records</p>	<ul style="list-style-type: none"> a. Warehouse records are collected and consolidated in accordance with workplace procedures b. Records are stored manually and/or electronically as required in accordance with system developer's instructions and workplace procedures c. Records are maintained in accordance with workplace procedures
<p>3. Use record management systems to retrieve information</p>	<ul style="list-style-type: none"> a. Responses to requests for information are processed promptly b. Required records are accessed and retrieved in accordance with workplace procedures

Range Of Variables

ORGANISE WAREHOUSE RECORDS OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements when organising warehouse records operations b. Work is performed under some supervision generally within a team environment c. Work involves the application of relevant workplace procedures and regulatory requirements to the organisation of warehouse records operations in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Record storage systems may be: <ul style="list-style-type: none"> e.1. micro-film e.2. computer images f. Storage requirements may include: <ul style="list-style-type: none"> f.1. security f.2. clean environment f.2. microfilm f.2. hard copies f.3. computer disks f.4. type of document f.5. confidentiality f.6. accessibility g. Hazards in the work area may include: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods and materials g.4. oil or water on floor g.5. a fire or explosion g.6. damaged packaging or pallets g.7. debris on floor g.8. faulty racking g.9. poorly stacked pallets g.10. faulty equipment h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange (EDI) h.3. fax h.4. e-mail h.5. Internet h.6. RF systems h.7. oral, aural or signed communications

Range Of Variables (continued)

ORGANISE WAREHOUSE RECORDS OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing <p>k. Consultative processes may involve:</p> <ul style="list-style-type: none"> k.1. other employees and supervisors k.2. record system developers and suppliers k.3. customers and clients k.4. relevant authorities and institutions k.5. management and union representatives k.6. industrial relations and OHS specialists k.7. other maintenance, professional or technical staff
<p>3. Sources of information/ documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. codes of practice and regulations relevant to the identification, handling and stacking of goods a.4. Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

ORGANISE WAREHOUSE RECORDS OPERATIONS

- 4. Applicable regulations and legislation
 - a. Applicable regulations and legislation may include
 - a.1. relevant codes and regulations for the packaging of goods
 - a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
 - a.2.1. Australian and International Dangerous Goods Codes
 - a.2.2. Australian and International Explosives Codes
 - a.3. relevant Australian standards and certification requirements
 - a.4. licence, patent or copyright arrangements
 - a.5. water and road use and licence arrangements
 - a.6. export/import/quarantine/bond requirements
 - a.7. relevant State/Territory OHS and environmental protection legislation
 - a.8. workplace relations regulations
 - a.9. workers compensation regulations

ORGANISE WAREHOUSE RECORDS OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. use technologies and work systems to access and store warehouse records in accordance with customer and company requirements a.2. interpret and use workplace policies, procedures and practices in relation to records operations a.3. provide customer/client service and work effectively with others a.4. convey information in written and oral form a.5. use and maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations relevant to the organisation of warehouse records operations b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the organisation of warehouse records operations d. Focus of operation of record systems, equipment, management and site operating systems for the organisation of warehouse records e. Principles of operation and functions of warehouse records systems f. Principles of operation, functions and applications of different types of records systems g. Requirements for accessibility, security and confidentiality of records h. Computer records/documentation requirements for the organisation of warehouse records operations i. Problems that may occur when organising warehouse records operations and appropriate action that can be taken j. Housekeeping standards procedures required in the workplace k. Site layout l. Ability to select and use relevant communications, computing and office equipment when organising warehouse records operations m. Ability to modify activities depending on differing workplace contexts, risk situations and environments n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the organisation of warehouse records operations p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

ORGANISE WAREHOUSE RECORDS OPERATIONS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the knowledge and skills to organise warehouse records operations, and/or</p> <p>a.2. organise warehouse records operations in an appropriate range of operational contexts</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. using technologies and work systems to access and store records in accordance with customer and company requirements</p> <p>a.2. interpreting and using workplace policies, procedures and practices in relation to records operations</p> <p>a.3. providing customer/client service and working effectively with others</p> <p>a.4. using and maintaining workplace records</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice, regulations and legislative requirements including ADG Code (where applicable)</p> <p>b.3. workplace procedures and work instructions concerning the organisation of warehouse records operations (including security procedures)</p> <p>b.4. manufacturer's instructions on the use of equipment and systems</p> <p>b.5. customer service and quality assurance procedures and policies</p> <p>b.6. OHS regulations and hazard prevention policies and procedures</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report and/or rectify any potential difficulties in the organisation of warehouse records operations in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	2	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to regulate temperature controlled stock in accordance with workplace requirements including identifying goods requiring temperature control, monitoring temperature of goods, and identifying and rectifying any identified problems in accordance with workplace procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Identify goods requiring temperature control	<ul style="list-style-type: none"> a. Goods requiring temperature control are identified b. Temperature for short and long term storage is selected to match product type c. Upper and lower limits for temperature control are identified d. Storage separations and co-storage applications are identified for products
2. Monitor temperature	<ul style="list-style-type: none"> a. Appropriate methods for determining temperature of goods are identified b. Storage areas are monitored for temperatures within range for products c. Products are monitored to ensure compliance with temperature storage requirements d. Short-term storage times are identified for transit goods
3. Identify and rectify problems	<ul style="list-style-type: none"> a. Implications of incorrect temperature are identified b. Damaged goods are identified and appropriate action undertaken in accordance with enterprise procedures c. Causes of out-of-temperature range are identified d. Appropriate personnel are notified for problem rectification e. Goods handling procedures for maintenance of temperature control are identified and implemented

Range Of Variables

REGULATE TEMPERATURE CONTROLLED STOCK

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the regulation of temperature controlled stock b. Work is performed under some supervision generally within a team environment c. Work involves the application of product knowledge and an understanding of relevant regulatory requirements to the regulation of temperature controlled stock in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites and may include short and/or long term temperature controlled areas d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Procedures for pre-cooling and snap freezing may include: <ul style="list-style-type: none"> e.1. automated e.2. spraying with liquid nitrogen e.3. immersion in a very cold refrigerant e.4. freezing in moving air at less than -30°C e.5. plate freezer with very low refrigerant temperatures f. Hazards in the work area may include: <ul style="list-style-type: none"> f.1. contamination of, or from, materials being handled f.2. noise, light, energy sources f.3. service lines f.4. spills, leakages, ruptures f.5. cold pipes and chilling equipment f.6. dangerous or hazardous substances f.7. movements of equipment, goods and materials f.8. dust/vapours f.9. oil, water or ice on floor f.10. a fire or explosion f.11. damaged packaging or pallets f.12. debris on floor f.13. faulty racking f.14. poorly stacked pallets f.15. faulty equipment g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Range Of Variables (continued)

REGULATE TEMPERATURE CONTROLLED STOCK

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Requirements for work may include:</p> <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. use of safety and personal protection equipment h.3. communications equipment h.4. specialised lifting and/or handling equipment h.5. incident/accident breakdown procedures h.6. additional gear and equipment h.7. noise restrictions h.8. hours of operations h.9. authorities and permits <p>i. Communication in the work area may include:</p> <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange (EDI) i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. RF systems i.8. oral, aural or signed communications <p>j. Consultative processes may involve:</p> <ul style="list-style-type: none"> j.1. other employees and supervisors j.2. suppliers, customers and clients j.3. relevant authorities and institutions j.4. management and union representatives j.5. industrial relations and OHS specialists j.6. other maintenance, professional or technical staff <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures <p>l. Personal protection equipment may include:</p> <ul style="list-style-type: none"> l.1. gloves and protective clothing l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing

Range Of Variables (continued)

REGULATE TEMPERATURE CONTROLLED STOCK

<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none">a.1. goods identification numbers and codesa.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codesa.3. codes of practice and regulations relevant to the identification, handling and stacking of goodsa.4. operations manuals, job specifications and induction documentationa.5. manufacturer's specifications for equipmenta.7. workplace procedures and policiesa.8. supplier and/or client instructionsa.9. award, enterprise bargaining agreement, other industrial arrangementsa.11. relevant Australian standards and certification requirementsa.12. quality assurance proceduresa.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none">a.1. relevant codes and regulations for the regulation of temperature controlled goodsa.2. relevant State/Territory OHS and environmental protection legislationa.3. water and road use and licence arrangementsa.4. export/import/quarantine/bond requirementsa.5. workplace relations regulationsa.6. workers compensation regulations

REGULATE TEMPERATURE CONTROLLED STOCK

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify goods requiring temperature control a.2. identify required storage, temperature range and temperature control equipment a.3. handle refrigerated goods and liquefied gas safely a.4. monitor temperature a.5. identify and rectify problems a.6. provide customer/client service a.7. identify job and site hazards and plan work to minimise risks a.8. maintain enterprise records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations relevant to the regulation of temperature controlled stock b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the regulation of temperature controlled stock d. Focus of operation of work systems, equipment, management and site operating systems for the regulation of temperature controlled stock e. Special handling, stacking and storage requirements for temperature controlled stock f. Procedures for pre-cooling and snap freezing g. Problems that can occur when regulating temperature controlled stock and appropriate action that can be taken h. Hazards when regulating and working with temperature controlled stock and appropriate action to control the risks involved i. Documentation requirements including reports and records concerning damaged or contaminated goods j. Housekeeping standards procedures required in the workplace k. Site layout l. Ability to select and implement corrective actions to maintain temperature levels m. Ability to select and use relevant equipment, processes and procedures n. Ability to modify activities depending on differing workplace contexts, risk situations and environments o. Ability to read and comprehend simple statements in English p. Ability to read and interpret instructions, procedures and labels relevant to the handling and storage of goods q. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

REGULATE TEMPERATURE CONTROLLED STOCK

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to regulate temperature controlled stock, and/or a.2. regulate temperature controlled stock in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying goods requiring temperature control a.2. identifying storage, temperature range and control equipment a.3. handling refrigerated goods and liquefied gas safely a.4. monitoring temperature a.5. identifying and rectifying problems a.6. providing customer/client service a.7. identifying job and site hazards and planning work to minimise risks a.8. maintaining enterprise records and documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice, regulations and legislative requirements b.2. workplace procedures and work instructions concerning the regulation of temperature controlled stock (including housekeeping procedures) b.3. customer service and quality assurance procedures and policies b.4. OHS regulations and hazard prevention policies and procedures b.5. environmental protection procedures c. Action is taken promptly to report and/or rectify any potential difficulties in the identification, handling and storage of goods in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to organise the export of cargo including confirming correct preparation of the consignment, organising the loading of the cargo and processing the documentation.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Confirm correct preparation of consignment</p>	<ul style="list-style-type: none"> a. Consignment is checked to ensure that cargo is consistent with packing specification and is suitable for the type and method of transport b. Consignment is checked to ensure that labelling and marking of cargo conforms with domestic and international regulations and workplace requirements and that the packaging of cargo conforms to regulatory requirements and is appropriate for the method of transport c. Cargo is checked for dangerous goods or explosives and it is confirmed that, where applicable, packaging and labelling conform with the Australian and International Dangerous Goods or Explosives Codes d. Discrepancies in the composition or preparation of the cargo are noted and action is undertaken in accordance with workplace procedures
<p>2. Organise the loading of cargo</p>	<ul style="list-style-type: none"> a. Handling methods and equipment are selected which are suitable for the goods and transport method b. Goods transfer methods between modes of transport are selected where appropriate c. Procedures for the loading of cargo are organised in accordance with good practice requirements d. Established industry practice is followed in the organisation of the loading of cargo e. Employees, equipment and temporary storage areas (if required) are allocated and supervised f. Individuals are informed of work requirements, timelines and relevant personal protective equipment g. Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and within OHS requirements
<p>3. Process documentation</p>	<ul style="list-style-type: none"> a. All relevant documentation is consolidated and checked for completion b. Dangerous goods declaration is obtained from consignor (if necessary) c. Discrepancies in documentation are identified and action undertaken in accordance with workplace procedures d. Documents are filed/stored/forwarded in accordance with workplace procedures

Range Of Variables

ORGANISE CARGO FOR EXPORT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the export of cargo b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine freight forwarding principles and procedures to organise cargo for export
2. Worksite environment	<ul style="list-style-type: none"> a. Organisation of the cargo for export may include movement of equipment, goods, materials and vehicular traffic b. Customers may be internal or external c. Operations may be conducted by day or night d. Cargo to be exported may include dangerous, hazardous, perishable, fragile, packaged goods or in liquid or solid form e. Forms of documentation for the export of cargo may include packing specifications and lists, manifests and invoices f. Transport modes may include, air, sea or combinations g. Requirements for work may include: <ul style="list-style-type: none"> g.1. site restrictions and procedures g.2. use of safety and personal protection equipment g.3. communications equipment g.4. specialised lifting and/or handling equipment g.5. incident/accident breakdown procedures g.6. authorities and permits g.7. hours of operations g.8. noise restrictions g.9. additional gear and equipment h. Hazards may include: <ul style="list-style-type: none"> h.1. hazardous or dangerous materials h.2. contamination of, or from, materials being handled h.3. noise, light, energy sources h.4. stationary and moving machinery, parts or components h.5. dust/vapours h.6. spills, leakages, ruptures h.7. service lines i. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Range of Variables (continued)

ORGANISE CARGO FOR EXPORT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Established industry practice when planning procedures for the loading of cargo includes: <ul style="list-style-type: none"> j.1. available space is used efficiently j.2. goods are packed for ease of inspection and to meet delivery and customer requirements j.3. goods are secured ensuring no damage to contents j.4. weight and volume of consolidated cargo conforms to specifications j.5. dangerous goods are labelled in accordance with Australian and International Dangerous Goods Codes j.6. dangerous goods are packaged and labelled in accordance with their class and subsidiary risk k. Consultative processes may involve: <ul style="list-style-type: none"> k.1. other employees and supervisors k.2. suppliers, potential customers and clients k.3. relevant authorities and institutions k.4. management and union representatives k.5. industrial relations and OHS specialists k.6. other maintenance, professional or technical staff l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documentation may include: <ul style="list-style-type: none"> a.1. Australian and international codes of practice and regulations relevant to export of cargo a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.3. operations manuals, job specifications and procedures and induction documentation a.4. Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options a.5. workplace operating procedures and policies a.6. supplier and/or client instructions a.7. Australian and international standards, criteria and certification requirements a.8. communications technology equipment, oral, aural or signed communications a.9. quality assurance procedures a.10. emergency procedures a.11. relevant competency standards and training materials

Range of Variables (continued)

ORGANISE CARGO FOR EXPORT

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable procedures and codes may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for the export of cargoa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. relevant international and Australian State/Territory road rules and transport regulationsa.4. relevant Australian and international standards and certification requirementsa.5. international transport regulations, codes and proceduresa.6. relevant State/Territory OHS legislationa.7. relevant State/Territory environmental protection legislation

ORGANISE CARGO FOR EXPORT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess requirements for loading cargo for export a.2. identify dangerous goods and explosives and ensure compliance with dangerous goods and explosives codes a.3. select appropriate materials handling methods and equipment a.4. select appropriate equipment and work systems a.5. identify job and site hazards and organise work to minimise risks a.6. determine and complete required documentation a.7. use appropriate communication strategies and equipment a.8. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of codes of practice and legislative requirements including local and international regulations relevant to the export of cargo b. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> b.1. Australian and International Dangerous Goods Codes b.2. Australian Marine Orders and the International Maritime Dangerous Goods Code b.3. IATA's 'Dangerous Goods by Air' regulations b.4. Australian and International Explosives Codes c. Relevant OHS and environmental procedures and regulations d. Procedures followed in the organisation of the export of cargo, including: <ul style="list-style-type: none"> d.1. interpretation of client requirements d.2. identification and evaluation of information needed to organise the export of cargo d.3. calculation of weights, volumes and dimensions d.4. reviewing transport options and availability of carriers d.5. liaising with Australian and international contacts d.6. batching, dating and numbering procedures d.7. completion of consignment documentation e. Contacts and sources of information/documentation needed when organising the export of cargo f. Customer service policies and procedures g. Ability to read and interpret instructions, procedures and labels relevant to the export of cargo h. Ability to use relevant communications equipment when organising the export of cargo
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise the export of cargo, and/or a.2. organise the export of cargo in an appropriate range of operational transport and distribution contexts

ORGANISE CARGO FOR EXPORT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. assessing requirements for loading cargo for export a.2. selecting appropriate materials handling methods and equipment a.3. selecting appropriate equipment and work systems a.4. identifying job and site hazards and organising work to minimise risks a.5. determining and completing required documentation a.6. using appropriate communication strategies and equipment a.7. maintaining workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to the export of cargo b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances b.3. OHS policies and procedures b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified problems in the exporting of cargo in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace-simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to consolidate freight including assessing the scope to consolidate freight, combining or consolidating multiple shipments of products into higher volume shipments, and the related preparation of consignment documentation.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Assess scope to consolidate freight</p>	<ul style="list-style-type: none"> a. Capacity and capability of different transport modes available to the organisation are assessed against proposed task b. Individual consignment loads are evaluated to identify relevant information needed to combine or consolidate freight c. Information is analysed to determine where opportunities for freight consolidation exist d. Packaging requirements for consolidated cargo conform to regulatory requirements e. Procedures for the loading of cargo are planned in accordance with established industry practice and Australian Dangerous Goods (ADG) Code f. Volumes and dimensions of proposed consolidation are calculated g. Proposed consolidation is matched against operational capacity and capability of carrier
<p>2. Prepare consignment documentation</p>	<ul style="list-style-type: none"> a. Consignment documentation is prepared for consolidated cargo b. Labelling and marking requirements of cargo are documented in accordance with domestic and international regulations, ADG Code and workplace requirements c. Consignment documentation is completed and filed/stored in accordance with workplace procedures including dangerous goods declaration, where applicable d. Freight is consolidated taking into account segregation requirements for dangerous goods, if applicable

Range Of Variables

CONSOLIDATE FREIGHT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to efficiently and effectively combine and consolidate freight prior to shipment
2. Worksite environment	<ul style="list-style-type: none"> a. Consolidation of freight may include mixed products from multiple areas for shipment to a single customer, as well as the consolidation of smaller shipments b. Requirements for work may include: <ul style="list-style-type: none"> b.1. freight forwarding protocols and procedures b.2. communications equipment b.3. workplace operations b.4. authorities and permits b.5. hours of operation b.6. relevant regulations c. Information needed to facilitate the consolidation of freight may include: <ul style="list-style-type: none"> c.1. type, capacity and compatibility of cargo c.2. agreed delivery times and routing schedules c.3. pick-up and drop-off points c.4. specified carrier/mode of transport c.5. agreed cost structure d. Established industry practice when planning procedures for the loading of cargo includes: <ul style="list-style-type: none"> d.1. available space is used efficiently d.2. goods are packed for ease of inspection and to meet delivery and customer requirements d.3. goods are secured ensuring no damage to contents d.4. weight and volume of consolidated cargo conforms to specifications e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. other employees and supervisors e.2. international and domestic agents, suppliers, clients e.3. relevant authorities and institutions e.4. management e.5. OHS specialists e.6. other professional or technical staff f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range of Variables (continued)

CONSOLIDATE FREIGHT

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. Australian and international codes of practice and regulations relevant to consolidation of freight a.2. operations manuals, job specifications and procedures and induction documentation a.3. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.4. competency standards and training materials a.5. manufacturer's/client specifications, instructions a.6. workplace operating procedures and policies a.7. supplier and/or client instructions a.8. Australian and international standards, criteria and certification requirements a.9. communications technology equipment, oral, aural or signed communications a.8. quality assurance procedures a.10. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations for the import and export of cargo a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. Australian and international standards and certification requirements a.4. international transport regulations, codes and procedures a.5. relevant State/Territory OHS legislation a.6. relevant State/Territory environmental protection legislation

CONSOLIDATE FREIGHT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess the potential of individual shipments for freight consolidation a.2. plan for the consolidation of cargo including procedures and protocols for forwarding various cargo to different destinations a.3. plan for the loading and appropriate labelling and marking of cargo a.4. implement relevant export regulations to consolidated load a.5. maintain workplace and regulatory records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function in the transport and distribution industry</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant codes of practice and legislative requirements including local and international freight regulations b. Relevant OHS and environmental procedures and regulations c. Procedures followed in the consolidation of freight, including: <ul style="list-style-type: none"> c.1. calculation of volumes and dimensions c.2. identification and evaluation of information needed to facilitate the consolidation of freight c.3. planning for the loading of freight c.4. completion of consignment documentation d. Sources of information/documentation needed when consolidating freight e. Customer service policies and procedures f. Ability to read and interpret instructions, procedures and labels relevant to the consolidation of freight
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to consolidated freight, and/or a.2. consolidate freight in an appropriate range of operational transport and distribution contexts

Evidence Guide (continued)

CONSOLIDATE FREIGHT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. assessing the potential of individual shipments for freight consolidate a.2. planning for the consolidation of cargo including procedures and protocols for forwarding various cargo to different destinations a.3. planning for the loading and appropriate labelling and marking of cargo a.4. implementing relevant export regulations to consolidated load a.5. completing workplace and regulatory records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international freight regulations and codes for dangerous goods and hazardous substances b.2. OHS policies and procedures b.3. issue resolution procedures b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. standards and guidelines regarding the safe use of equipment and resources b.6. environmental protection procedures when driving a vehicle and carrying out pre-operational checks <p>c. Action is taken promptly to report and/or rectify any identified freight consolidation problems in accordance with relevant regulations and procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace-simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	1	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to organise the transport of freight or goods, including planning the transport operations, organising the transport of the freight, completing the required documentation and finalising the organisational process.

ELEMENT	PERFORMANCE CRITERIA
1. Plan transport operations	<ul style="list-style-type: none"> a. Knowledge of product to be freighted and workplace procedures are applied to the analysis of the transportation process b. Domestic and international regulations, codes and procedures for the transport of freight are identified c. Resources including manual handling equipment, employees competencies, storage areas, goods management equipment and transportation equipment are identified to match the task d. Work processes are planned to meet agreed timelines e. Types of transportation required for the freight or goods is identified to match customer requirements, freight type and delivery time f. Multiple transport modes are identified where applicable g. Goods transfer methods between modes of transport are selected where appropriate
2. Organise the transport of freight	<ul style="list-style-type: none"> a. Employees, equipment and temporary storage areas (if required) are allocated and supervised b. Freight is secured ensuring no damage to contents c. Handling methods suitable to the goods and transport method are selected d. Individuals are informed of work requirements and timelines e. Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and according to workplace and OHS requirements f. Discrepancies in freight are noted and action undertaken in accordance with workplace procedures
3. Complete organisational process	<ul style="list-style-type: none"> a. Monitoring processes to track the movement of freight are implemented b. Reporting requirements are communicated to appropriate personnel c. Workplace documents and records are checked for completion and filed/stored in accordance with workplace procedures

Range Of Variables

ORGANISE TRANSPORT OF FREIGHT OR GOODS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the transport of freight or goods b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to organise the transport of freight or goods prior to shipment
2. Worksite environment	<ul style="list-style-type: none"> a. Organisation of the transport of freight/goods may include movement of equipment, goods, materials and vehicular traffic b. Customers may be internal or external c. Operations may be conducted by day or night d. Freight/goods to be transported may include dangerous, hazardous, perishable, fragile, packaged goods or in liquid or solid form e. Storage areas may be existing, temporary or permanent f. Transport modes may include road, air, rail, sea or combinations g. Information needed to facilitate the organisation of the transport of freight/goods may include: <ul style="list-style-type: none"> g.1. type, capacity and compatibility of freight/goods g.2. agreed delivery times and routing schedules g.3. pick-up and drop-off points g.4. specified mode of transport g.5. agreed cost structure h. Requirements for work may include: <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. use of safety and personal protection equipment h.3. communications equipment h.4. specialised lifting and/or handling equipment h.5. incident/accident breakdown procedures h.6. authorities and permits h.7. hours of operations h.8. noise restrictions h.9. additional gear and equipment h.10. Australian standards and guidelines for manual handling i. Hazards may include: <ul style="list-style-type: none"> i.1. hazardous or dangerous materials i.2. contamination of, or from, materials being handled i.3. noise, light, energy sources i.4. stationary and moving machinery, parts or components i.5. dust/vapours i.6. spills, leakages, ruptures i.7. service lines

Range of Variables (continued)

ORGANISE TRANSPORT OF FREIGHT OR GOODS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> j. Consultative processes may involve: <ul style="list-style-type: none"> j.1. other employees and supervisors j.2. suppliers, potential customers and clients j.3. relevant authorities and institutions j.4. management and union representatives j.5. industrial relations and OHS specialists j.6. other maintenance, professional or technical staff k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. Australian and international codes of practice and regulations relevant to the transport of freight a.1. operations manuals, job specifications and procedures and induction documentation a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.2. competency standards and training materials a.3. manufacturer's/client specifications, instructions a.4. workplace operating procedures and policies a.5. supplier and/or client instructions a.6. Australian and International standards, criteria and certification requirements a.7. communications technology equipment, oral, aural or signed communications a.8. quality assurance procedures a.9. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable procedures and codes may include: <ul style="list-style-type: none"> a.1. relevant regulations for the import and export of cargo a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. Australian and international standards and certification requirements a.4. international transport regulations, codes and procedures a.5. relevant State/Territory OHS legislation a.6. relevant State/Territory environmental protection legislation

ORGANISE TRANSPORT OF FREIGHT OR GOODS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess storage and transport requirements and availability for the goods to be transported a.2. estimate weight and dimensions of load and any special requirements a.3. select appropriate equipment and work systems a.4. identify job and site hazards and plan work to minimise risks a.5. determine (any) required permits a.6. locate, interpret and apply relevant information a.7. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function in the transport and distribution industry</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant codes of practice and legislative requirements b. Relevant OHS and environmental procedures and regulations c. Procedures followed in the organisation of the transport of freight/goods, including: <ul style="list-style-type: none"> c.1. calculation/estimation of weight, volumes and dimensions c.2. identification and evaluation of information needed to facilitate the transport of freight c.3. assessing storage and transport requirements and options c.4. selecting transport/storage equipment and systems c.5. organising any required permits c.6. coordinating the transfer and storage of goods including multi-modal transport c.7. completion of transport documentation d. Sources of information/documentation needed when organising the transport of freight and goods e. Customer service policies and procedures f. Ability to read and interpret instructions, procedures and labels relevant to the organisation of the transport of freight/goods g. Ability to plan own work including prioritisation of work activities, predicting consequences and identifying improvements h. Ability to effectively negotiate to resolve issues and problems i. Ability to establish effective working relationships with colleagues and clients j. Ability to modify activities (within scope of authority) to cater for variations in workplace contexts and environment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise the transport of freight/goods, and/or a.2. organise the transport of freight/goods in an appropriate range of operational transport and distribution contexts

ORGANISE TRANSPORT OF FREIGHT OR GOODS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. assessing storage and transport requirements and availability for the goods to be transported a.2. estimating weight and dimensions of load and any special requirements a.3. selecting appropriate equipment and work systems a.4. identifying job and site hazards and planning work to minimise risks a.5. determining (any) required permits a.6. locating, interpreting and applying relevant information a.7. maintaining workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. OHS policies and procedures b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. issue resolution procedures b.5. standards and guidelines relating to the safe use of vehicles, machinery and equipment b.6. quality assurance procedures (where existing) b.7. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified problems in the transport of freight/goods in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace-simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to organise the international transport of freight, including confirming customer requirements, organising freight arrangements and communicating with shipping agents and authorities.

ELEMENT	PERFORMANCE CRITERIA
1. Confirm customer requirements	<ul style="list-style-type: none"> a. Customer requirements for the movement of cargo in terms of the nature of goods, the countries of origin and destination, the timescales for collection and delivery and the estimated budget for the transaction are confirmed b. Customer priorities for the shipment are confirmed c. Decisions on possible routes, taking into account known variables, are undertaken
2. Organise freight arrangements	<ul style="list-style-type: none"> a. International regulations, codes of practice for the transport of freight are confirmed b. Work processes are planned to meet agreed timelines c. Transport modes (including multi-modal options) are matched to customer requirements, freight type and delivery times d. Availability of selected carrier(s) is checked including modes of transport, scheduled departure dates and times, transfer times and costs for each stage of shipment e. Arrangements are made to consolidate freight, where appropriate f. Freight carrier(s) booking(s) are confirmed g. Transport of freight to selected international carrier is organised
3. Communicate with shipping agents and authorities	<ul style="list-style-type: none"> a. Freight documentation is checked for accuracy and forwarded as appropriate to shipping agents and authorities b. Confirmation of despatch of freight from international carrier is obtained c. Arrival of cargo at port of entry is confirmed d. Acceptance of freight documentation is confirmed e. Payments are authorised f. Cargo is on-forwarded from point of entry, where required g. Customer is advised that freight has been forwarded to point of destination

Range Of Variables

ORGANISE INTERNATIONAL TRANSPORT OF FREIGHT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the international transport of freight b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to organise the international transport of freight
2. Worksite environment	<ul style="list-style-type: none"> a. Organisational activities may cover movement of equipment, goods, materials and various forms of freight transport b. Requirements for work may include: <ul style="list-style-type: none"> b.1. freight forwarding protocols and procedures b.2. communications equipment b.3. workplace operations b.4. authorities and permits b.5. hours of operation b.6. relevant regulations c. Information needed to organise the international transport of freight may include: <ul style="list-style-type: none"> c.1. type, capacity and compatibility of cargo c.2. agreed delivery times and routing schedules c.3. pick-up and drop-off points c.4. specified carrier/mode of transport c.5. agreed cost structure d. Forms of transport may include: <ul style="list-style-type: none"> d.1. road d.2. rail d.3. sea d.4. air d.5. local courier e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. international and domestic agents, suppliers and clients e.2. relevant authorities and institutions e.3. other employees and supervisors e.4. management e.5. OHS specialists e.6. other professional or technical staff f. Communications systems may involve: <ul style="list-style-type: none"> f.1. telephone f.2. fax f.3. email f.4. electronic data transfer of information f.5. mail

Range of Variables (continued)

ORGANISE INTERNATIONAL TRANSPORT OF FREIGHT

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. Australian and international codes of practice and regulations relevant to the international transport of freight a.2. operations manuals, job specifications and procedures and induction documentation a.3. Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options a.4. workplace operating procedures and policies a.5. supplier and/or client instructions a.6. Australian and International standards, criteria and certification requirements a.7. communications technology equipment, oral, aural or signed communications a.8. quality assurance procedures a.9. emergency procedures a.10. relevant competency standards and training materials
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable procedures and codes may include: <ul style="list-style-type: none"> a.1. regulations and codes of practice for the international transport of freight a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. relevant regulations for the import and export of cargo a.4. Australian and international standards and certification requirements a.5. relevant State/Territory OHS legislation a.6. relevant State/Territory environmental protection legislation

ORGANISE INTERNATIONAL TRANSPORT OF FREIGHT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess transport requirements, options and availability of carriers a.2. estimate weight and dimensions of load and any special requirements a.3. liaise with shipping agents and authorities using appropriate technology a.4. communicate effectively in writing and respond to telephone and verbal inquiries a.5. identify and plan work to minimise risks a.6. determine (any) required permits a.7. locate, interpret and apply relevant information a.8. maintain workplace records and documentation a.9. communicate effectively with customer
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function in the transport and distribution industry</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant codes of practice and legislative requirements including local and international freight regulations b. Relevant OHS and environmental procedures and regulations c. Procedures followed in the organisation of the international transport of freight, including: <ul style="list-style-type: none"> c.1. interpretation of client requirements c.2. identification and evaluation of information needed to organise the international transport of freight c.3. calculation of volumes and dimensions c.4. reviewing transport options and availability of carriers c.5. liaising with Australian and international contacts using appropriate technology c.6. completion of consignment documentation d. Contacts and sources of information/documentation needed when organising the international transport of freight e. Customer service policies and procedures f. Ability to read and interpret instructions, procedures and labels relevant to the international transport of freight g. Ability to use relevant communications equipment when organising the international transport of freight
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise the international transport of freight, and/or a.2. organise the international transport of freight in an appropriate range of operational transport and distribution contexts involving relevant equipment, job orders, work instructions and deadlines

ORGANISE INTERNATIONAL TRANSPORT OF FREIGHT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. assessing transport requirements, options and availability of carriers a.2. estimating weight and dimensions of load and any special requirements a.3. liaising with shipping agents and authorities using appropriate technology a.4. communicating effectively in writing and responding to telephone and verbal inquiries a.5. identifying and planning work to minimise risks a.6. determining required permits a.7. locating, interpreting and applying relevant information a.8. maintaining workplace records and documentation a.9. communicating effectively with customer <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international freight regulations b.2. OHS policies and procedures b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. issue resolution procedures b.5. standards and guidelines relating to the safe use of vehicles, machinery and equipment b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified international freight transport problems in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace-simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to control and order stock for a workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector. It specifically covers maintaining stock levels and records, organising and administering stocktakes, identifying stock losses, processing stock orders, and following up orders.

This cross-industry unit is generically equivalent to the current unit THHGGA07A *Control and order stock* in the Hospitality Industry Training Package.

ELEMENT	PERFORMANCE CRITERIA
1. Maintain stock levels and records	<ul style="list-style-type: none"> a. Stock levels are monitored and maintained at levels prescribed by workplace specifications b. Stock security systems are monitored and adjusted as required c. Stock re-order cycles are maintained, monitored and adjusted as required d. Colleagues are informed of their individual responsibilities in regard to recording of stock e. Stock storage and movement records are maintained in accordance with workplace procedures f. Stock performance is monitored and fast/slow moving items are identified and reported in accordance with workplace procedures
2. Organise and administer stocktakes	<ul style="list-style-type: none"> a. Stocktakes are organised at the appropriate time and responsibilities allocated to staff b. Accurate reports on stocktake data are produced within designated timelines
3. Identify stock losses	<ul style="list-style-type: none"> a. Losses are accurately identified, recorded and assessed against potential loss as forecast on a regular basis b. Identified losses are reported in accordance with workplace procedures c. Avoidable losses are identified and reasons are established and appropriate solutions are recommended and implemented to prevent future avoidable losses
4. Process stock orders	<ul style="list-style-type: none"> a. Orders for stock are accurately processed in accordance with workplace procedures b. Stock ordering and recording systems are accurately maintained c. Purchase and supply agreements are correctly used and appropriate details recorded d. Negotiated purchase and supply agreements are recorded accurately and filed for retrieval

5. Follow up orders	<ul style="list-style-type: none">a. Delivery process is monitored to meet agreed deadlinesb. Appropriate liaison is undertaken with colleagues and suppliers to ensure continuity of supplyc. Routine supply problems are followed up or referred to the appropriate person in accordance with workplace policyd. Stock is distributed in accordance with agreed allocations
6. Complete documentation	<ul style="list-style-type: none">a. All required records and documentation are completed in accordance with workplace procedures

Range Of Variables

CONTROL AND ORDER STOCK

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice, regulations and workplace procedures for the control and ordering of stock in a workplace store b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to efficiently control and order stock in a workplace store
2. Worksite environment	<ul style="list-style-type: none"> a. This unit may apply to any workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector (excluding work areas and organisations involving major and/or dedicated warehousing operations) b. Suppliers may be internal or external c. Requirements for work may include: <ul style="list-style-type: none"> c.1. workplace protocols and procedures c.2. communications equipment c.3. workplace operations manuals c.4. relevant regulations, authorities and permits c.5. hours of operation c.6. relevant record keeping requirements c.7. workplace quality and customer service standards d. Stock control and record systems may be: <ul style="list-style-type: none"> d.1. manual d.2. computerised e. Stock may include but is not limited to: <ul style="list-style-type: none"> e.1. production materials e.2. packaging materials e.3. equipment and tools e.4. office and stationery supplies e.5. forms, brochures and documents e.6. vouchers and tickets e.7. merchandise for sale e.8. linen e.9. food and beverage supplies f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. suppliers, representatives and drivers f.2. relevant authorities f.3. other employees and supervisors f.4. management f.5. other professional or technical staff g. Communications systems may involve: <ul style="list-style-type: none"> g.1. telephone g.2. fax g.3. email g.4. electronic data transfer of information g.5. mail

Range of Variables (continued)

CONTROL AND ORDER STOCK

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures i. Personal protection equipment may include but is not limited to: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. high visibility clothing
3. Sources of information/documents	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. workplace protocols and procedures a.2. workplace specifications for the stock concerned a.3. relevant regulations a.4. supplier instructions a.5. operations manuals a.6. documentation including order forms, standard letters, etc. a.7. induction documentation a.8. delivery options a.9. relevant Australian and international standards, criteria and certification requirements a.10. communications technology equipment, oral, aural or signed communications a.11. quality assurance procedures a.12. emergency procedures a.13. relevant competency standards and training materials
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable procedures and codes may include: <ul style="list-style-type: none"> a.1. relevant regulations and codes of practice for receipt and storage of stock concerned a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian and International Explosives Codes a.3. Australian and international standards and certification requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory environmental protection legislation

CONTROL AND ORDER STOCK

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. maintain continuous stock levels a.2. organise and administer stocktakes a.3. identify stock losses a.4. process stock orders a.5. follow up orders a.6. liaise effectively with colleagues and supervisors a.7. address safety and security issues a.8. apply relevant OHS and environmental regulations and procedures a.9. use appropriate personal protective equipment a.10. locate, interpret and apply relevant information a.11. maintain required workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant codes of practice and legislative requirements (for example dangerous goods regulations, health and hygiene regulations, etc.) b. Relevant OHS and environmental procedures and regulations c. Principles and procedures related to the control and ordering of stock, including: <ul style="list-style-type: none"> c.1. principles of stock control c.2. procedures for the ordering of stock c.3. common examples of stock control documentation and systems used in workplace stores c.4. interpretation of workplace specifications and orders for supplies c.5. stock security systems c.6. basic knowledge of relevant stock. c.7. protocols and procedures for liaising with supplier representatives, drivers and colleagues using appropriate technology c.8. systems for the completion of relevant records/documentation d. Contacts and sources of information/documentation needed when controlling and ordering stock e. Site layout f. The purpose and procedures for the use of relevant personal protection equipment g. Customer service policies and procedures h. Ability to read and interpret instructions, procedures and labels relevant to the controlling and ordering of stock i. Ability to select and use relevant communications/computing equipment when controlling and ordering stock j. Ability to select and use relevant personal protection equipment

Evidence Guide (continued)

CONTROL AND ORDER STOCK

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to control and order stock in a workplace store, and/or</p> <p>a.2. control and order stock in a workplace store in an appropriate range of operational contexts involving relevant equipment, stock requirements, documentation, work instructions and deadlines</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. maintaining stock levels and records</p> <p>a.2. organising and administering stocktakes</p> <p>a.3. identifying stock losses</p> <p>a.4. processing and following up stock orders</p> <p>a.5. liaising effectively with supplier representatives, drivers and colleagues</p> <p>a.6. addressing safety and security issues</p> <p>a.7. applying relevant OHS and environmental regulations and procedures</p> <p>a.8. using appropriate personal protective equipment</p> <p>a.9. locating, interpreting and applying relevant information</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and legislative requirements</p> <p>b.2. workplace procedures and instructions (including security and housekeeping procedures)</p> <p>b.3. issue resolution procedures</p> <p>b.4. standards and guidelines relating to materials and equipment</p> <p>b.5. OHS policies and procedures</p> <p>b.6. environmental protection procedures</p> <p>c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to receive and store stock for a workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector. It specifically covers taking delivery of stock, storing the received stock, and rotating and maintaining stock in accordance with relevant regulatory and workplace procedures.

This cross-industry unit is generically equivalent to the current unit THHGGA06A Receive and store stock in the Hospitality Industry Training Package.

ELEMENT	PERFORMANCE CRITERIA
1. Take delivery of stock	<ul style="list-style-type: none"> a. Incoming stock is accurately checked against orders and delivery documentation in accordance with workplace procedures b. Variations are accurately identified, recorded and communicated to the appropriate person c. Items are inspected for damage, quality, use-by dates, breakages or discrepancies, and records are made in accordance with workplace policy
2. Store stock	<ul style="list-style-type: none"> a. All stock is promptly and safely transported to appropriate storage area without damage b. Stock is stored in the appropriate location within the area and in accordance with workplace security procedures c. Appropriate personal protection equipment is correctly used during receipt and storage operations d. Stock levels are accurately recorded in accordance with workplace procedures e. Stock is labelled in accordance with workplace procedures
3. Rotate and maintain stock	<ul style="list-style-type: none"> a. Stock is rotated, where required, in accordance with workplace policy b. Stock is moved using appropriate equipment, if necessary, in accordance with OHS requirements, relevant regulations and workplace procedures c. Quality of stock is checked and reported d. Appropriate action is taken where the quality of the stock is found to be outside specified standards e. Stock is placed in storage or disposed of in accordance with workplace policy
4. Complete documentation	<ul style="list-style-type: none"> a. All required records and documentation are completed in accordance with workplace procedures

Range Of Variables

RECEIVE AND STORE STOCK

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice, regulations and workplace procedures for the receipt and storage of stock in a workplace store b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to safely and efficiently receive and store stock in a workplace store
2. Worksite environment	<ul style="list-style-type: none"> a. This unit may apply to any workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector (excluding work areas and organisations involving major and/or dedicated warehousing operations) b. Suppliers may be internal or external c. Requirements for work may include: <ul style="list-style-type: none"> c.1. workplace protocols and procedures c.2. communications equipment c.3. workplace operations manuals c.4. relevant regulations, authorities and permits c.5. hours of operation c.6. relevant record keeping requirements c.7. workplace quality and customer service standards d. Stock control and record systems may be: <ul style="list-style-type: none"> d.1. manual d.2. computerised e. Stock may include but is not limited to: <ul style="list-style-type: none"> e.1. production materials e.2. packaging materials e.3. equipment and tools e.4. office and stationery supplies e.5. forms, brochures and documents e.6. vouchers and tickets e.7. merchandise for sale e.8. linen e.9. food and beverage supplies f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. suppliers, representatives and drivers f.2. relevant authorities f.3. other employees and supervisors f.4. management f.5. other professional or technical staff g. Communications systems may involve: <ul style="list-style-type: none"> g.1. telephone g.2. fax g.3. email g.4. electronic data transfer of information g.5. mail

Range of Variables (continued)

RECEIVE AND STORE STOCK

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures <p>i. Personal protection equipment may include but is not limited to:</p> <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. high visibility clothing
3. Sources of information/documents	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. workplace protocols and procedures a.2. workplace specifications for the stock concerned a.3. relevant regulations a.4. supplier instructions a.5. operations manuals a.6. documentation including order forms, standard letters, etc. a.7. induction documentation a.8. delivery options a.9. relevant Australian and international standards, criteria and certification requirements a.10. communications technology equipment, oral, aural or signed communications a.11. quality assurance procedures a.12. emergency procedures a.13. relevant competency standards and training materials
4. Applicable regulations and legislation	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations and codes of practice for receipt and storage of stock concerned a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian and International Explosives Codes a.3. Australian and international standards and certification requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory environmental protection legislation

RECEIVE AND STORE STOCK

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. efficiently and safely receive and store stock in the appropriate industry context, including: <ul style="list-style-type: none"> a.1.1. taking delivery of stock a.1.2. storing stock a.1.3. rotating and maintaining stock a.2. liaise effectively with supplier representatives, drivers and colleagues a.3. appropriately address safety and security issues when receiving and storing stock a.4. apply relevant OHS and environmental regulations and procedures a.5. correctly use appropriate personal protective equipment a.6. communicate effectively both orally and in writing when receiving and storing stock a.7. locate, interpret and apply relevant information a.8. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant codes of practice and legislative requirements (for example dangerous goods regulations, health and hygiene regulations, etc.) b. Relevant OHS and environmental procedures and regulations c. Principles and procedures related to the receiving and storage of stock, including: <ul style="list-style-type: none"> c.1. principles of stock control c.2. common examples of stock control documentation and systems used in workplace stores c.3. interpretation of workplace specifications and orders for supplies c.4. stock security systems c.5. safe lifting and handling procedures c.6. basic knowledge of relevant stock c.7. protocols and procedures for liaising with supplier representatives, drivers and colleagues using appropriate technology c.8. completion of relevant records/documentation d. Contacts and sources of information/documentation needed when receiving and storing stock e. Site layout f. The purpose and procedures for the use of relevant personal protection equipment g. Customer service policies and procedures h. Ability to read and interpret instructions, procedures and labels relevant to receiving and storing stock i. Ability to select and use relevant communications/computing equipment when receiving and storing stock j. Ability to select and use relevant personal protection equipment

Evidence Guide (continued)

RECEIVE AND STORE STOCK

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise the international transport of freight, and/or</p> <p>a.2. organise the international transport of freight in an appropriate range of operational transport and distribution contexts involving relevant equipment, job orders, work instructions and deadlines</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. receiving and storing stock</p> <p>a.2. liaising effectively with supplier representatives, drivers and colleagues</p> <p>a.3. addressing safety and security issues</p> <p>a.4. applying relevant OHS and environmental regulations and procedures</p> <p>a.5. using appropriate personal protective equipment</p> <p>a.6. locating, interpreting and applying relevant information</p> <p>a.7. maintaining workplace records and documentation</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and legislative requirements</p> <p>b.2. workplace procedures and instructions (including security and housekeeping procedures)</p> <p>b.3. issue resolution procedures</p> <p>b.4. standards and guidelines related to vehicles and equipment</p> <p>b.5. OHS policies and procedures</p> <p>b.6. environmental protection procedures</p> <p>c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. by the Registered Training Organisation in a workplace-simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to check and assess the operational capabilities of equipment in accordance with workplace requirements, including inspecting equipment and work area, checking the operational capability of equipment and its safety devices, identifying and assessing the impact of faults on safety and work requirements, and recording and reporting the results of inspection and testing in accordance with workplace procedures and relevant regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Inspect equipment and work area	<ul style="list-style-type: none"> a. Equipment is inspected prior to start-up in accordance with workplace pre-operational functional safety check procedures and manufacturer's specifications b. Aspects of equipment/work area found to be outside manufacturer's and/or workplace specifications are reported to designated persons for appropriate action
2. Check equipment operational capability	<ul style="list-style-type: none"> a. Equipment and components are tested after start-up in accordance with manufacturer's specifications and workplace procedures b. Warning systems are all checked for operational effectiveness
3. Identify and assess impact of faults on work requirements	<ul style="list-style-type: none"> a. Faults are identified and assessment made of the potential effect on the operation of the equipment for the required work b. Faults that may affect the safe operation of the equipment are reported to the appropriate personnel for rectification
4. Record and report results of inspection and testing	<ul style="list-style-type: none"> a. The results of the inspection and testing are accurately reported in accordance with regulatory requirements, workplace policy and industry guidelines b. Records are clear, unambiguous and concisely kept in accordance with workplace policy c. Clear reference is made to any items which may affect the future safety of the equipment

Range Of Variables

CHECK AND ASSESS OPERATIONAL CAPABILITIES OF EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the checking and assessment of the operational capability of equipment b. Safety checks and equipment tests are performed under limited supervision c. Work involves the application of regulatory requirements and workplace procedures to the checking and assessment of the operational capability of equipment in the stevedoring, transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Purpose of equipment checking and inspection is to ensure it is free from damage, leaks and obstructions that may prejudice safety or limit operational capability f. Safety and operational capability checks may be performed on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries g. Visual checks may include but are not limited to: <ul style="list-style-type: none"> g.1. pressure over/under specification g.2. fluid leaks g.3. temperature over/under specifications g.4. cracks, surface or structural faults or other damage g.5. tightness of bolts, fixtures and fittings within specifications h. Records/results of pre-operation tests may include: <ul style="list-style-type: none"> h.1. details of faulty equipment or specific components h.2. action taken h.3. results of testing h.4. details of repair and maintenance work to be undertaken i. Operational checks may be performed by operating/checking the functionality of various pieces of safety and component equipment (where applicable) j. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> j.1. chemicals j.2. dangerous or hazardous substances j.3. movements of equipment, goods and materials j.4. a fire or explosion j.5. faulty equipment/tools

Range Of Variables (continued)

CHECK AND ASSESS OPERATIONAL CAPABILITIES OF EQUIPMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Consultative processes may involve:</p> <ul style="list-style-type: none"> k.1. workplace personnel k.2. supervisors and managers k.3. equipment manufacturers k.4. site visitors k.5. contractors k.6. official representatives <p>l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures <p>m. Personal protection equipment may include:</p> <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. safety glasses m.4. two-way radios m.5. high visibility clothing <p>n. Communication in the work area may include:</p> <ul style="list-style-type: none"> n.1. phone n.2. fax n.3. e-mail n.4. Internet n.5. RF communications n.6. barcode readers n.7. oral, aural or signed communications
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for the checking and assessment of the equipment concerned a.2. manufacturer's specifications for equipment/tools a.3. equipment identification labels, barcodes and serial numbers a.4. supplier and/or client instructions a.5. relevant OHS requirements and policies a.6. relevant Australian standards and certification requirements a.7. material safety data sheets where applicable a.8. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.9. relevant legislation, regulations and related documentation including the ADG Code a.10. award, enterprise bargaining agreement and other industrial arrangements a.11. quality assurance procedures a.12. emergency procedures

Range Of Variables (continued)

CHECK AND ASSESS OPERATIONAL CAPABILITIES OF EQUIPMENT

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant standards, codes and regulations pertaining to the checking and operation of the equipment concerneda.2. relevant State/Territory OHS legislationa.3. relevant State/Territory environmental protection legislationa.4. licence, patent or copyright arrangementsa.5. export/import/quarantine/bond requirementsa.6. relevant Australian standards and certification requirementsa.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action legislationa.8. workers compensation regulations

CHECK AND ASSESS OPERATIONAL CAPABILITIES OF EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply information relevant to the checking and assessing of the operational capability of equipment a.2. conduct visual checks of safety and operational components of equipment a.3. check equipment by operating it over its range of functions a.4. explain and report the implications on safe and effective work of defects found during visual and operational checks a.5. record results of pre-operation tests in accordance with workplace procedures a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations and standards relevant to the checking and assessing of the operational capability of equipment, including, where relevant, the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the checking and assessing of the operational capability of equipment d. Focus of operation of work systems, equipment, management and site operating systems for the checking and assessing of the operational capability of equipment e. The characteristics, capabilities and limitations of the equipment f. Tools and equipment used during the checking and assessing of the operational capability of equipment and the precautions and procedures that should be followed in their use g. Problems that may occur when checking and assessing the operational capability of equipment and appropriate action that can be taken to resolve the problems h. Operational safety requirements for the equipment concerned i. Documentation and record requirements j. Housekeeping standards procedures required in the workplace k. Site layout and obstacles l. Ability to select and use relevant equipment and communications technology when checking and assessing the operational capability of equipment m. Ability to modify activities depending on differing workplace contexts, risk situations and environments n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the checking and assessing of the operational capability of equipment p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

CHECK AND ASSESS OPERATIONAL CAPABILITIES OF EQUIPMENT

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to check and assess the operational capability of equipment, and/or</p> <p>a.2. check and assess the operational capability of equipment in an appropriate range of equipment and operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies knowledge and skills when:</p> <p>a.1. locating, interpreting and applying information relevant to the checking and assessment of the operational capability of equipment</p> <p>a.2. conducting visual checks of safety and operational components of equipment</p> <p>a.3. checking equipment by operating it over its range of functions</p> <p>a.4. explaining and reporting the implications on safe and effective work of defects found during visual and operational checks</p> <p>a.5. recording results of pre-operation tests</p> <p>a.6. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and work instructions concerning the checking and assessment of equipment (including housekeeping and security procedures)</p> <p>b.4. manufacturer's instructions for the checking and use of equipment</p> <p>b.5. procedures for the use of relevant personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report any accidents, incidents or difficulties when checking and assessing the operational capability of equipment in accordance with OHS and regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

CHECK AND ASSESS OPERATIONAL CAPABILITIES OF EQUIPMENT

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	1	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to test equipment and isolate faults in accordance with workplace requirements, including identifying scope of the operational test, plan operational tests, checking the equipment through full operating range, and isolating faults and/or formulating recommendations for adjustment, repair or replacement in accordance with workplace procedures and relevant regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Identify scope of operational check	<ul style="list-style-type: none"> a. Physical condition of equipment is observed b. Test procedures and parameters are identified in accordance with workplace procedures and manufacturer's specifications c. Preliminary observations are recorded d. Test procedures are discussed with appropriate staff and necessary permission obtained
2. Plan operational checks	<ul style="list-style-type: none"> a. Specifications and notes from preliminary observations are checked and areas to be clarified are identified b. Sequence of tests is planned noting areas where results and observations should be recorded c. Safe area for testing is identified d. Arrangements are made for any additional resources (including staff)
3. Check unit through full operating range	<ul style="list-style-type: none"> a. Test is undertaken observing relevant safety and operational requirements b. Results are recorded and findings confirmed
4. Isolate fault and/or formulate recommendations	<ul style="list-style-type: none"> a. Proposals for equipment repair are recorded based on faults found, cost/time implications and workplace approval systems b. Report is explained to relevant workplace personnel including any options and recommendations c. Parts are procured and/or repairs undertaken in accordance with enterprise procedures

Range Of Variables

TEST EQUIPMENT AND ISOLATE FAULTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the testing of equipment and the isolation of faults b. Work is performed under some supervision, generally within a team environment c. Work involves the application of regulatory requirements and workplace procedures to the testing and the isolation of faults in equipment in the stevedoring, transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Tests and the isolation of faults may be performed on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries f. Personal protection equipment may include: <ul style="list-style-type: none"> f.1. gloves f.2. safety headwear and footwear f.3. safety glasses f.4. two-way radios f.5. high visibility clothing g. Tests may include but are not limited to: <ul style="list-style-type: none"> g.1. tests of operational performance g.2. tests as part of routine servicing g.3. identification of causes of poor or out-of-specification performance g.4. tests following servicing and/or adjustment of equipment h. Records/results of tests may include: <ul style="list-style-type: none"> h.1. details of faulty equipment or specific components h.2. details of action taken h.3. results of testing and associated recommendations h.4. details of repair and maintenance work to be undertaken i. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> i.1. chemicals i.2. dangerous or hazardous substances i.3. movements of equipment, goods and materials i.4. a fire or explosion i.5. faulty equipment/tools

Range Of Variables (continued)

TEST EQUIPMENT AND ISOLATE FAULTS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures <p>k. Consultative processes may involve:</p> <ul style="list-style-type: none"> k.1. workplace personnel k.2. supervisors and managers k.3. equipment manufacturers k.4. site visitors k.5. contractors k.6. official representatives <p>l. Communication in the work area may include:</p> <ul style="list-style-type: none"> l.1. phone l.2. fax l.3. e-mail l.4. Internet l.5. RF communications l.6. barcode readers l.7. oral, aural or signed communications
<p>3. Sources of information/ documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for the checking and assessment of the equipment concerned a.2. manufacturer's specifications for equipment/tools a.3. equipment identification labels, barcodes and serial numbers a.4. supplier and/or client instructions a.5. relevant OHS requirements and policies a.6. relevant Australian standards and certification requirements a.7. material safety data sheets where applicable a.8. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.9. relevant legislation, regulations and related documentation including the ADG Code a.10. award, enterprise bargaining agreement and other industrial arrangements a.11. quality assurance procedures a.12. emergency procedures

Range Of Variables (continued)

TEST EQUIPMENT AND ISOLATE FAULTS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to the checking and operation of the equipment concerneda.2. relevant State/Territory OHS legislationa.3. relevant State/Territory environmental protection legislationa.4. licence, patent or copyright arrangementsa.5. water and road use and licence arrangementsa.6. export/import/quarantine/bond requirementsa.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action legislationa.8. workers compensation regulations

TEST EQUIPMENT AND ISOLATE FAULTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify scope of operational tests and checks a.2. plan operational tests/checks a.3. test and check equipment through its full operating range a.4. isolate any identified fault and/or formulate recommendations a.5. explain and report on the results of tests/checks and any faults isolated a.6. record results of tests in accordance with workplace procedures a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the testing of equipment and the isolation of faults b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the testing of equipment and the isolation of faults, including the tagging and reporting of faulty equipment and components d. Focus of operation of work systems, equipment, management and site operating systems for the testing of equipment and the isolation of faults e. Fault-finding techniques including identification of cost/time effective rectification procedures f. Tools, meters, gauges and equipment used during the testing of equipment and the isolation of faults and the precautions and procedures that should be followed in their use g. Guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items h. Faults that may occur with equipment, and appropriate action that can be taken to report and/or rectify the identified faults in the equipment or its components i. The characteristics, capabilities and limitations of the equipment j. Operational safety requirements for the equipment concerned k. Housekeeping standards procedures required in the workplace l. Site layout and obstacles m. Documentation and record requirements n. Ability to select and use relevant meters, gauges, equipment and tools when testing equipment and isolating faults o. Ability to read and interpret instructions, procedures and information relevant to the testing of equipment and the isolation of faults p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards q. Ability to read and comprehend simple statements in English r. Ability to apply basic mechanical, hydraulic, electrical and electronic principles to testing and fault identification activities s. Ability to modify activities depending on differing workplace contexts, risk situations and environments

TEST EQUIPMENT AND ISOLATE FAULTS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to test equipment and isolate faults, and/or</p> <p>a.2. test equipment and isolate faults in an appropriate range of equipment and operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies knowledge and skills when:</p> <p>a.1. identifying scope of operational tests and checks</p> <p>a.2. planning operational tests/checks</p> <p>a.3. testing and checking equipment through its full operating range</p> <p>a.4. isolating any identified fault and/or formulating recommendations</p> <p>a.5. reporting on the results of tests/checks and any faults isolated</p> <p>a.6. recording results of tests in accordance with workplace procedures</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for the testing of equipment and the isolation of faults (including tagging and reporting procedures)</p> <p>b.4. manufacturer's instructions for the checking and use of equipment</p> <p>b.5. procedures for the use of relevant personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report any accidents, incidents or difficulties when testing equipment and isolating faults in accordance with OHS and regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	2	2	2	2	3

TDTB397B CARRY OUT VEHICLE SERVICING AND MAINTENANCE

Field B Equipment Checking and Maintenance

DESCRIPTION:

This unit involves the skills and knowledge required to carry out basic servicing and maintenance of a commercial vehicle, including action to implement the vehicle manufacturer's specifications for routine checks and maintenance and to ensure that all specified safety requirements are met and that the vehicle is operational to the requirements of both the workplace and the relevant State/Territory roads and traffic authority.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Maintain and service the vehicle systems</p>	<ul style="list-style-type: none"> a. Fluid levels are checked and adjusted following manufacturer's specifications and workplace procedures b. Air levels are checked and adjusted following manufacturer's specifications and workplace procedures c. Routine checks are made of vehicle systems and appropriate action is initiated for maintenance where required in accordance with workplace procedures d. Appropriate precautions and procedures are followed when servicing/maintaining a vehicle to ensure adequate protection of the environment e. OHS procedures are followed when carrying out routine servicing and maintenance of a vehicle
<p>2. Carry out minor repairs to a vehicle</p>	<ul style="list-style-type: none"> a. Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturer's instructions and workplace procedures b. Tyres on vehicle are repaired or replaced following workplace procedures and manufacturer's instructions c. Worn brakes are identified and action taken in accordance with workplace procedures and manufacturer's specifications d. The need for more complex maintenance procedures is identified and the problem correctly referred following workplace procedures
<p>3. Diagnose minor vehicle faults and undertake repairs for the safe operation of a vehicle</p>	<ul style="list-style-type: none"> a. Minor faults in the vehicle systems are identified, diagnosed and repaired following manufacturer's specifications and workplace procedures b. Identified faults which create a safety hazard are reported and appropriate action is taken to remove the vehicle from operation pending repair
<p>4. Complete documentation</p>	<ul style="list-style-type: none"> a. Records of routine servicing, maintenance and repairs are kept in accordance with workplace procedures

Range Of Variables

CARRY OUT VEHICLE SERVICING AND MAINTENANCE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations of the relevant roads and traffic authority b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine vehicle checking and maintenance principles and procedures to service and maintain a commercial vehicle across a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Maintenance may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> a.1. operations conducted at day or night a.2. typical weather conditions a.3. in tight or confined spaces, exposed conditions and controlled or open environments a.4. while in a depot, base or warehouse a.5. while in the vehicle on the road a.6. while at a client's workplace b. Type of vehicle may include any commercial road transport vehicle including: <ul style="list-style-type: none"> b.1. light vehicle b.2. heavy vehicle b.3. combination vehicle c. Maintenance checks may include: <ul style="list-style-type: none"> c.1. routine inspections of vehicle systems c.2. checks prior to operations c.3. checks on completion of operations c.4. checks on completion of maintenance activities d. Minor routine repairs may include: <ul style="list-style-type: none"> d.1. replacement of blown globes in vehicle lights d.2. replacement of broken fan belt d.3. replacement of blown fuse d.4. door mirrors d.5. repairs to rear tail-light lens d.6. changing of tyres d.7. repair of tyre punctures d.8. replacement of broken coolant hose e. Minor routine servicing may include: <ul style="list-style-type: none"> e.1. topping-up of water levels e.2. replacement of oils e.3. replacement of air in tyres f. Environmental hazards may include: <ul style="list-style-type: none"> f.1. leaking oil and fuel f.2. defective or inappropriately adjusted exhaust systems f.3. inappropriate disposal of vehicle fluids in drains or sewerage systems

Range Of Variables (continued)

CARRY OUT VEHICLE SERVICING AND MAINTENANCE

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/records may include: <ul style="list-style-type: none"> a.1. workplace routine servicing and maintenance procedures, checklists and instructions a.2. relevant State/Territory roads and traffic authority vehicle maintenance regulations a.3. maintenance checklists and records a.4. vehicle manufacturer's instructions, specifications and recommended procedures a.5. precautions and procedures to be adopted to protect the environment when servicing and maintaining vehicles a.6. OHS procedures to be followed when servicing and maintaining vehicles
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority vehicle maintenance regulations and requirements a.2. relevant State/Territory OHS legislation a.3. relevant State/Territory environmental protection legislation

CARRY OUT VEHICLE SERVICING AND MAINTENANCE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. diagnose basic vehicle faults and undertake repairs for the safe operation of a vehicle a.2. carry out routine servicing and maintenance of vehicle systems a.3. carry out minor repairs to a vehicle a.4. identify typical basic servicing and maintenance problems and take appropriate action in conjunction with other staff as required a.5. exercise all required safety, environmental and hazard control precautions and procedures during routine maintenance operations a.6. communicate effectively with others when carrying out routine maintenance of a vehicle a.7. complete required documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that are part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant 'duty of care' requirements for the routine servicing and maintenance of vehicles b. Relevant OHS and pollution control procedures c. Procedures for the checking and routine service and maintenance of a commercial vehicle in accordance with workplace and manufacturer's requirements and established safety rules and regulations d. Problems that may occur during the routine servicing and maintenance of a vehicle and appropriate action and solutions e. Recognition and diagnosis of faults and vehicle irregularities f. Basic principles of operation of systems on commercial vehicles, including: <ul style="list-style-type: none"> f.1. electrical systems f.2. fuel systems f.3. cooling systems f.4. steering systems f.5. exhaust systems f.6. tyres f.7. brakes g. Basic fault finding procedures required during routine servicing and maintenance of vehicles h. Procedures required to minimise waste during routine servicing and maintenance i. Housekeeping standards required for routine servicing and maintenance j. Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance k. Reporting and documentation requirements l. Reading and comprehension of simple statements in English m. Writing of simple reports n. Ability to perform work under the required level of supervision

CARRY OUT VEHICLE SERVICING AND MAINTENANCE

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out routine servicing and maintenance on a commercial vehicle, and/or a.2. carry out routine servicing and maintenance on a commercial vehicle in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. diagnosing basic vehicle faults and undertaking repairs for the safe operation of a vehicle a.2. carrying out routine servicing and maintenance of vehicle systems a.3. carrying out minor repairs to a vehicle a.4. identifying basic servicing and maintenance problems and taking appropriate action in conjunction with other staff as required a.5. exercising all required safety, environmental and hazard control precautions and procedures during routine servicing and maintenance a.6. communicating effectively with others when carrying out routine maintenance of a vehicle a.7. completing required documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. vehicle maintenance requirements of the relevant State/Territory road traffic authority b.2. OHS regulations and hazard prevention policies and procedures b.3. job procedures and work instructions b.4. relevant vehicle manufacturer's guidelines relating to the routine servicing and maintenance of the vehicle b.5. environmental protection procedures when carrying out routine servicing and maintenance c. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail

CARRY OUT VEHICLE SERVICING AND MAINTENANCE

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to carry out an inspection of a commercial vehicle, including action to implement the vehicle manufacturer's specifications for routine checks, to clean the vehicle and to ensure that all specified safety requirements are met and that the vehicle is operational to the requirements of both the workplace and the relevant State/Territory roads and traffic authority

ELEMENT	PERFORMANCE CRITERIA
1. Check the vehicle	<ul style="list-style-type: none"> a. A visual check of the internal and external condition of the vehicle is carried out following workplace procedures b. Pre-operational inspections and checks of the vehicle's tyres, suspension, fluid levels and other critical features are carried out to ensure conformance with the requirements of the relevant roads and traffic authority c. Associated equipment is tested to ensure it functions correctly to manufacturer's specifications d. Post start-up and shut-down checks are carried out after engine is started to identify possible engine or electrical problems e. Warning systems (instruments and gauges) are checked to ensure they are operational f. Where relevant, vehicle monitoring device is logged on/off in accordance with manufacturer's instructions and workplace policy
2. Clean vehicle	<ul style="list-style-type: none"> a. Vehicle and associated equipment is cleaned in accordance with workplace procedures and legislation
3. Complete documentation	<ul style="list-style-type: none"> a. Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by workplace procedures and legislation b. Records of inspection are updated and recommended repairs documented in accordance with workplace policies

Range Of Variables

CARRY OUT VEHICLE INSPECTION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations of the relevant roads and traffic authority concerned with the inspection of commercial vehicles b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine inspection principles and procedures to check the safety and operation of a commercial vehicle across a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Maintenance may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> a.1. operations conducted at day or night a.2. typical weather conditions a.3. in confined spaces, exposed conditions and controlled or open environment a.4. while in the a depot, base or warehouse a.5. while in the vehicle on the road a.6. while at a client's workplace b. Type of vehicle may include any commercial road transport vehicles including: <ul style="list-style-type: none"> b.1. light vehicles b.2. heavy vehicles b.3. combination vehicles c. Inspection may include: <ul style="list-style-type: none"> c.1. visual checks of vehicle c.2. routine checks of vehicle systems c.3. checks in accordance with a detailed inspection schedule d. Routine checks may include: <ul style="list-style-type: none"> d.1. water levels d.2. oil levels d.3. air pressure in tyres d.4. brakes d.5. lights d.6. condition of tyres d.7. battery d.8. exhaust system d.9. suspension e. Environmental hazards may include: <ul style="list-style-type: none"> e.1. leaking oil and fuel e.2. defective or inappropriately adjusted exhaust systems e.3. inappropriate disposal of vehicle fluids in drains or sewerage systems f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

CARRY OUT VEHICLE INSPECTION

VARIABLE	SCOPE
3. Sources of information/documents	a. Information/records may include: a.1. workplace routine inspection procedures, checklists and instructions a.2. relevant State/Territory roads and traffic authority vehicle maintenance regulations a.3. vehicle manufacturer's instructions, specifications and recommended procedures a.4. precautions and procedures to be adopted to protect the environment when inspecting, servicing and maintaining vehicles a.5. OHS procedures to be followed when inspecting vehicles
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: a.1. relevant State/Territory roads and traffic authority vehicle maintenance regulations and requirements a.2. relevant State/Territory OHS legislation a.3. relevant State/Territory environmental protection legislation

CARRY OUT VEHICLE INSPECTION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. check the vehicle and its systems a.2. clean the vehicle a.3. exercise all required safety, environmental and hazard control precautions and procedures when carrying out a routine inspection of a vehicle a.4. communicate effectively with others when carrying out a routine inspection of a vehicle a.5. complete required documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with the other units that are part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant 'duty of care' requirements for the routine inspection of vehicles b. Relevant OHS and pollution control procedures c. Procedures for the routine inspection of a commercial vehicle in accordance with workplace and manufacturer's requirements and established safety rules and regulations, including: <ul style="list-style-type: none"> c.1. visual inspection procedures c.2. pre-operational checking procedures c.3. warning systems checking procedures d. Problems that may occur during the routine inspection of a vehicle and appropriate actions and solutions e. Basic principles of operation of systems on commercial vehicles, including: <ul style="list-style-type: none"> e.1. electrical systems e.2. fuel systems e.3. cooling systems e.4. steering systems e.5. exhaust systems e.6. tyres e.7. brakes f. Reporting and documentation requirements g. Reading and comprehension of simple statements in English h. Writing of simple reports i. Ability to perform work under the required level of supervision j. Ability to use cleaning equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out a routine inspection of a commercial vehicle, and/or a.2. carry out routine inspections of commercial vehicles in an appropriate range of operational situations

Evidence Guide (continued)

CARRY OUT VEHICLE INSPECTION

<p>5. Consistency in performance</p>	<p>a. Applies knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. checking vehicles and their systems a.2. cleaning vehicles a.3. exercising all required safety, environmental and hazard control precautions and procedures during a routine inspection of a vehicle a.4. communicating effectively with others when carrying out a routine inspection of a vehicle a.5. completing required documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. vehicle inspection requirements of the relevant State/Territory road traffic authority b.2. OHS regulations and hazard prevention policies and procedures b.3. job procedures and work instructions b.4. relevant vehicle manufacturer's guidelines relating to the routine inspection and servicing of the vehicle b.5. environmental protection procedures when carrying out routine inspections and servicing of vehicles <p>c. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to carry out basic servicing and routine maintenance of a commercial vehicle designed to carry a special load, including action to implement the manufacturer's specifications for routine checks and maintenance of the vehicle and its associated ancillary equipment and to ensure that all specified safety requirements are met and that the vehicle and its ancillary equipment are operational to the requirements of both the workplace and the relevant State/Territory roads and traffic authority.

ELEMENT	PERFORMANCE CRITERIA
1. Diagnose vehicle faults and undertake repairs for the safe operation of a vehicle	<ul style="list-style-type: none"> a. Faults in the vehicle and/or ancillary equipment electrical system are identified, diagnosed and repaired following manufacturer's specifications and workplace procedures b. Faults in the fuel system are identified, diagnosed and repaired following manufacturer's specifications and workplace procedures
2. Maintain the vehicle systems	<ul style="list-style-type: none"> a. Fluid levels in the vehicle and/or ancillary equipment are checked and adjusted following manufacturer's specifications and workplace procedures b. Air/hydraulic fluid levels in the vehicle and/or ancillary equipment are checked and adjusted following manufacturer's specifications and workplace procedures c. Safety equipment is inspected in accordance with regulatory requirements and workplace procedures
3. Carry out minor repairs to a vehicle	<ul style="list-style-type: none"> a. Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturer's instructions and workplace procedures b. Tyres are repaired or replaced on vehicle following workplace procedures and manufacturer's instructions c. The need for more complex maintenance procedures is identified and the problem correctly referred following workplace procedures d. OHS procedures are followed throughout maintenance activities
4. Complete documentation	<ul style="list-style-type: none"> a. Records of routine maintenance and repairs are kept in accordance with workplace procedures

Range Of Variables

CARRY OUT MAINTENANCE OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations of the relevant roads and traffic authority and workplace procedures and policy concerning vehicle maintenance b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine vehicle checking and maintenance principles and procedures to maintain the safety and operation of a commercial vehicle designed to carry special loads across a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle may include all vehicles designed to carry special loads, for example, concrete agitator, livestock transporter, armoured car, tanker, refrigerated vehicle, waste vehicle, fresh produce vehicle, car carrier, container carrier, recovery vehicle b. Maintenance may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. in confined spaces, exposed conditions and controlled or open environment b.4. while in a depot, base or warehouse b.5. while in the vehicle on the road b.6. while at a client's workplace c. Ancillary equipment will be dependent on type of special load carried and may include: <ul style="list-style-type: none"> c.1. refrigeration systems c.2. concrete agitation systems c.3. car transporter systems c.4. livestock transporter systems c.5. waste loading/discharge systems c.6. recovery systems c.7. tanker pumping and related systems c.8. on-board cranes and hoists c.9. armoured car systems d. Maintenance checks may include: <ul style="list-style-type: none"> d.1. routine inspections of vehicle systems d.2. routine inspections of ancillary systems d.3. checks prior to operations d.4. checks on completion of operations d.5. checks on completion of maintenance activities

Range Of Variables (continued)

CARRY OUT MAINTENANCE OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>e. Minor routine repairs may include:</p> <ul style="list-style-type: none"> e.1. replacement of blown globes in vehicle lights e.2. replacement of broken fan belt e.3. replacement of blown fuse e.4. door mirrors e.5. repairs to rear tail-light lens e.6. changing of tyres e.7. repair of tyre punctures e.8. replacement of broken coolant hose e.9. minor repairs to ancillary systems in accordance with instructions <p>f. Minor routine servicing may include:</p> <ul style="list-style-type: none"> f.1. topping up of water levels f.2. replacement of oils f.3. replacement of air in tyres f.4. topping up of fluid levels in ancillary systems where relevant <p>g. Environmental hazards may include:</p> <ul style="list-style-type: none"> g.1. leaking oil and fuel g.2. defective or inappropriately adjusted exhaust systems g.3. inappropriate disposal of vehicle fluids in drains or sewerage systems <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/records may include:</p> <ul style="list-style-type: none"> a.1. workplace routine servicing and maintenance procedures, checklists and instructions for both the vehicle and associated ancillary equipment a.2. relevant State/Territory roads and traffic authority vehicle maintenance regulations a.3. maintenance checklists and records a.4. vehicle manufacturer's instructions, specifications and recommended procedures a.5. precautions and procedures to be adopted to protect the environment when servicing and maintaining vehicles designed to carry special loads a.6. OHS procedures to be followed when servicing and maintaining vehicles designed to carry special loads
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority vehicle maintenance regulations and requirements a.2. relevant State/Territory OHS legislation a.3. relevant State/Territory environmental protection legislation

CARRY OUT MAINTENANCE OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. diagnose basic vehicle faults and undertake repairs for the safe operation of a vehicle designed to carry special loads a.2. carry out routine servicing and maintenance of systems for both the vehicle and associated ancillary equipment a.3. carry out minor repairs to a vehicle designed to carry special loads, including associated ancillary equipment a.4. identify typical basic servicing and maintenance problems and take appropriate action in conjunction with other staff as required a.5. exercise all required safety, environmental and hazard control precautions and procedures during routine maintenance operations a.6. communicate effectively with others when carrying out routine maintenance of a vehicle and its associated ancillary equipment a.7. complete required documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant 'duty of care' requirements for the routine servicing and maintenance of vehicles designed to carry special loads b. Relevant OHS and pollution control procedures c. Procedures for the checking, and routine servicing and maintenance of a commercial vehicle designed to carry special loads in accordance with workplace and manufacturer's requirements and established safety rules and regulations d. Problems that may occur during the routine servicing and maintenance of a vehicle and its associated ancillary equipment, and appropriate action and solutions e. Recognition and diagnosis of faults and vehicle/ancillary system irregularities f. Basic principles of operation of systems on commercial vehicles, including: <ul style="list-style-type: none"> f.1. electrical systems f.2. fuel systems f.3. cooling systems f.4. steering systems f.5. exhaust system f.6. tyres f.7. brakes f.8. relevant ancillary systems g. Basic fault finding procedures required during routine servicing and maintenance of vehicles designed to carry special loads h. Procedures required to minimise waste during routine servicing and maintenance i. Housekeeping standards required for routine servicing and maintenance j. Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance

Evidence Guide (continued)

CARRY OUT MAINTENANCE OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

<p>3. Required knowledge and skills (continued)</p>	<p>k. Reporting and documentation requirements l. Reading and comprehension of simple statements in English m. Writing of simple reports n. Ability to perform work under the required level of supervision</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to: a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out routine servicing and maintenance on a commercial vehicle designed to carry special loads, and/or a.2. carry out routine servicing and maintenance on a commercial vehicle designed to carry special loads in an appropriate range of operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies knowledge and skills when: a.1. diagnosing basic vehicle faults and undertaking repairs for the safe operation of a vehicle designed to carry special loads a.2. carrying out routine servicing and maintenance of systems for both the vehicle and associated ancillary equipment a.3. carrying out minor repairs to a vehicle designed to carry special loads, including associated ancillary equipment a.4. identifying typical basic servicing and maintenance problems and taking appropriate action in conjunction with other staff as required a.5. exercising all required safety, environmental and hazard control precautions and procedures during routine maintenance operations a.6. communicating effectively with others when carrying out routine maintenance of a vehicle and its associated ancillary equipment a.7. completing required documentation b. Shows evidence of application of relevant workplace procedures including: b.1. vehicle maintenance requirements of the relevant State/Territory road traffic authority b.2. OHS regulations and hazard prevention policies and procedures b.3. job procedures and work instructions b.4. relevant manufacturer's guidelines relating to the routine servicing and maintenance of the vehicle and its associated ancillary equipment b.5. environmental protection procedures when carrying out routine servicing and maintenance c. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail</p>

CARRY OUT MAINTENANCE OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

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| <p>6. Context for assessment</p> | <p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p style="margin-left: 20px;">a.2.1. at the Registered Training Organisation, and/or</p> <p style="margin-left: 20px;">a.2.2. in an appropriate work situation</p> |
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KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	1	2	2

TDTB697B CARRY OUT INSPECTION OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

Field B Equipment Checking and Maintenance

DESCRIPTION:

This unit involves the skills and knowledge required to carry out an inspection of a commercial vehicle designed to carry a special load, including action to implement the manufacturer's specifications for routine checks of the vehicle and its associated equipment, to clean the vehicle and its associated equipment and to ensure that all specified safety requirements are met and that the vehicle and equipment are operational to the requirements of both the workplace and the relevant State/Territory roads and traffic authority.

ELEMENT	PERFORMANCE CRITERIA
1. Check vehicle	<ul style="list-style-type: none"> a. A visual check of the internal and external condition of the vehicle is carried out in accordance with workplace procedures b. Pre-operational inspections and checks of the vehicle's tyres, suspension, fluid levels and other critical features are carried out to ensure conformance with road safety standards c. Associated equipment is tested to ensure it functions correctly to manufacturer's specifications d. Post start-up and shut-down checks are carried out after engine is started to identify possible engine or electrical problems e. Warning systems (instruments and gauges) are checked to ensure they are operational f. Where relevant, vehicle-monitoring device is logged on/off in accordance with manufacturer's instructions and workplace policy
2. Clean vehicle and ancillary equipment	<ul style="list-style-type: none"> a. Vehicle and associated equipment is cleaned in accordance with workplace procedures and legislation b. Special purpose ancillary equipment is cleaned in accordance with any relevant government regulations and workplace procedures
3. Complete documentation	<ul style="list-style-type: none"> a. Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by workplace procedures and legislation b. Records of inspection are updated and recommended repairs documented in accordance with workplace policies

Range Of Variables

CARRY OUT INSPECTION OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations of the relevant roads and traffic authority and workplace procedures and policy concerning vehicle inspection b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine vehicle checking and maintenance principles and procedures to inspect a commercial vehicle designed to carry special loads across a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle may include all vehicles designed to carry special loads, for example, concrete agitator, livestock transporter, armoured car, tanker, refrigerated vehicle, waste vehicle, fresh produce vehicle, car carrier, container carrier, recovery vehicle b. Inspection may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. at day or night b.2. typical weather conditions b.3. in confined spaces, exposed conditions and controlled or open environment b.4. while in a workplace, depot, base or warehouse b.5. while in the vehicle on the road b.6. while at a client's worksite c. Ancillary equipment will be dependent on type of special load carried and may include: <ul style="list-style-type: none"> c.1. refrigeration systems c.2. concrete agitation systems c.3. car transporter systems c.4. livestock transporter systems c.5. waste loading/discharge systems c.6. recovery systems c.7. tanker pumping and related systems c.8. on-board cranes and hoists c.9. armoured car systems d. Inspection may include: <ul style="list-style-type: none"> d.1. visual checks of vehicle d.2. routine checks of vehicle systems d.3. checks in accordance with a detailed inspection schedule e. Routine checks may include: <ul style="list-style-type: none"> e.1. water levels e.2. oil levels e.3. air pressure in tyres e.4. brakes e.5. lights e.6. condition of tyres e.7. battery e.8. exhaust system e.9. suspension e.10. functions of associated ancillary equipment

Range Of Variables (continued)

CARRY OUT INSPECTION OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> f. Environmental hazards may include: <ul style="list-style-type: none"> f.1. leaking oil and fuel f.2. defective or inappropriately adjusted exhaust systems f.3. inappropriate disposal of vehicle fluids in drains or sewerage systems g. Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/records may include: <ul style="list-style-type: none"> a.1. workplace routine inspection procedures, checklists and instructions for both the vehicle and associated ancillary equipment a.2. relevant State/Territory roads and traffic authority vehicle maintenance regulations a.3. inspection checklists and records a.4. manufacturer's instructions, specifications and recommended procedures for both the vehicle and any associated ancillary equipment a.5. precautions and procedures to be adopted to protect the environment when inspecting and servicing vehicles designed to carry special loads a.6. OHS procedures to be followed when inspecting and servicing vehicles designed to carry special loads
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority regulations and requirements pertaining to the inspection of vehicles designed to carry special loads a.2. relevant State/Territory OHS legislation a.3. relevant State/Territory environmental protection legislation

CARRY OUT INSPECTION OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. carry out checks of a vehicle designed to carry special loads including its ancillary equipment a.2. clean a vehicle designed to carry special loads a.3. exercise all required safety, environmental and hazard control precautions and procedures when carrying out a routine inspection of a vehicle designed to carry special loads a.4. communicate effectively with others when carrying out a routine inspection of a vehicle and its associated ancillary equipment a.5. complete required documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that are part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant 'duty of care' requirements for the routine inspection of vehicles designed to carry special loads b. Relevant OHS and pollution control procedures c. Procedures for the checking, and routine inspection of a commercial vehicle designed to carry special loads in accordance with workplace and manufacturer's requirements and established safety rules and regulations, including: <ul style="list-style-type: none"> c.1. visual inspection procedures c.2. pre-operational checking procedures c.3. warning systems checking procedures d. Problems that may occur during the routine inspection of a vehicle and its associated ancillary equipment, and appropriate actions and solutions e. Recognition of faults and vehicle/ancillary system irregularities f. Basic principles of operation of systems on commercial vehicles, including: <ul style="list-style-type: none"> f.1. electrical systems f.2. fuel systems f.3. cooling systems f.4. steering systems f.5. exhaust systems f.6. tyres f.7. brakes f.8. relevant ancillary systems g. Reporting and documentation requirements h. Reading and comprehension of simple statements in English i. Writing of simple reports j. Ability to perform work under the required level of supervision k. Ability to use cleaning equipment

CARRY OUT INSPECTION OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out routine inspection of a commercial vehicle designed to carry special loads, and/or</p> <p>a.2. carry out routine inspection of a commercial vehicle designed to carry special loads in an appropriate range of operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. checking vehicles designed to carry special loads and their associated ancillary equipment</p> <p>a.2. cleaning vehicles designed to carry special loads</p> <p>a.3. exercising all required safety, environmental and hazard control precautions and procedures during a routine inspection of a vehicle designed to carry special loads</p> <p>a.4. communicating effectively with others when carrying out a routine inspection of a vehicle and its associated ancillary equipment</p> <p>a.5. completing required documentation</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. inspection requirements of the relevant State/Territory road traffic authority for vehicles designed to carry special loads</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. job procedures and work instructions</p> <p>b.4. relevant manufacturer's guidelines relating to the inspection and servicing of the vehicle concerned and its associated ancillary equipment</p> <p>b.5. environmental protection procedures when carrying out routine inspection and servicing of vehicles designed to carry special loads</p> <p>c. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>

CARRY OUT INSPECTION OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

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| <p>6. Context for assessment</p> | <ul style="list-style-type: none"> a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation |
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KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to carry out basic servicing and maintenance of a commercial trailer, including action to implement the trailer manufacturer's specifications for routine checks and maintenance and to ensure that all specified safety requirements are met and that the trailer is operational to the requirements of both the workplace and the relevant State/Territory roads and traffic authority.

ELEMENT	PERFORMANCE CRITERIA
1. Identify faults and perform routine maintenance	<ul style="list-style-type: none"> a. Trailer faults are identified and diagnosed in accordance with workplace procedures b. Trailer components are lubricated in accordance with manufacturer's instructions and workplace procedures
2. Carry out repairs on trailers	<ul style="list-style-type: none"> a. Trailer's air/hydraulic brake system is inspected and adjusted, and any required minor maintenance or repairs carried out b. Trailer's electrical system is checked for correct operation and any required minor maintenance or repairs carried out c. Trailer's suspension and axles are inspected and identified faults repaired and/or reported in accordance with workplace procedures d. Trailer's wheels and tyres are inspected, removed, repaired and refitted, as required, in accordance with workplace policy
3. Complete documentation	<ul style="list-style-type: none"> a. Records of routine maintenance and repairs are kept in accordance with workplace procedures

Range Of Variables

CARRY OUT MAINTENANCE OF TRAILERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations of the relevant roads and traffic authority b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine checking and maintenance principles and procedures to maintain a commercial trailer across a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Maintenance may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> a.1. operations conducted at day or night a.2. typical weather conditions a.3. in confined spaces, exposed conditions and controlled or open environment a.4. while in a depot, base or warehouse a.5. while in the vehicle on the road a.6. while at a client's workplace b. Trailers may include any commercial trailers attached to vehicles used in the Australian transport industry c. Maintenance checks may include: <ul style="list-style-type: none"> c.1. routine inspections of trailer and its systems c.2. checks prior to operations c.3. checks on completion of operations c.4. checks on completion of maintenance activities d. Minor routine repairs may include: <ul style="list-style-type: none"> d.1. the replacement of blown globes in trailer lights d.2. minor repairs to couplings d.3. repairs to rear tail-light lens d.4. changing of tyres d.5. repair of tyre punctures e. Minor routine servicing may include: <ul style="list-style-type: none"> e.1. topping up of water levels e.2. lubrication of trailer components e.3. checking of air in tyres e.4. checking of air/hydraulic brake systems e.5. checking of suspension and axles f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

CARRY OUT MAINTENANCE OF TRAILERS

VARIABLE	SCOPE
3. Sources of information/documents	a. Information/records may include: a.1. workplace routine servicing and maintenance procedures, checklists and instructions a.2. relevant State/Territory roads and traffic authority trailer maintenance regulations a.3. maintenance checklists and records a.4. trailer manufacturer's instructions, specifications and recommended procedures a.5. precautions and procedures to be adopted to protect the environment when servicing and maintaining trailers a.6. OHS procedures to be followed when servicing and maintaining trailers
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: a.1. relevant State/Territory roads and traffic authority vehicle maintenance regulations and requirements a.2. relevant State/Territory OHS legislation a.3. relevant State/Territory environmental protection legislation

CARRY OUT MAINTENANCE OF TRAILERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. carry out routine servicing and maintenance of trailer systems a.2. diagnose basic trailer faults and undertake repairs for the safe operation of a vehicle a.3. carry out minor repairs to a trailer a.4. identify typical basic servicing and maintenance problems and take appropriate action in conjunction with other staff as required a.5. exercise all required safety, environmental and hazard control precautions and procedures during routine maintenance operations a.6. communicate effectively with others when carrying out routine maintenance of a trailer a.7. complete required documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that are part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant 'duty of care' requirements for the routine servicing and maintenance of trailers b. Relevant OHS and pollution control procedures c. Procedures for the checking, and routine service and maintenance of a commercial trailer in accordance with workplace and manufacturer's requirements and established safety rules and regulations d. Problems that may occur during the routine servicing and maintenance of a trailer and appropriate actions and solutions e. Recognition and diagnosis of faults and trailer irregularities f. Basic principles of operation of systems on commercial trailers, including: <ul style="list-style-type: none"> f.1. electrical systems f.2. tyres f.3. brakes f.4. coupling systems g. Basic fault finding procedures required during routine servicing and maintenance of trailers h. Housekeeping standards required for routine servicing and maintenance i. Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance j. Reporting and documentation requirements k. Reading and comprehension of simple statements in English l. Ability to perform work under the required level of supervision
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out routine servicing and maintenance on a commercial trailer, and/or a.2. carry out routine servicing and maintenance on a commercial trailer in an appropriate range of operational situations

CARRY OUT MAINTENANCE OF TRAILERS

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when: <ul style="list-style-type: none"> a.1. diagnosing basic trailer faults and undertake repairs for the safe operation of a trailer a.2. carrying out routine servicing and maintenance of trailer systems a.3. carrying out minor repairs on a trailer a.4. identifying basic servicing and maintenance problems and taking appropriate action in conjunction with other staff as required a.5. exercising all required safety, environmental and hazard control precautions and procedures during routine servicing and maintenance a.6. communicating effectively with others when carrying out routine maintenance of a trailer a.7. completing required documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. trailer maintenance requirements of the relevant State/Territory road traffic authority b.2. OHS regulations and hazard prevention policies and procedures b.3. job procedures and work instructions b.4. relevant trailer manufacturer's guidelines relating to the routine servicing and maintenance of the trailer b.5. environmental protection procedures when carrying out routine servicing and maintenance c. Action is taken promptly to report and/or rectify any identified trailer faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to carry out an inspection of a commercial trailer, including action to implement the trailer manufacturer's specifications for routine checks, to clean the trailer and to ensure that all specified safety requirements are met and that the trailer is operational to the requirements of both the workplace and the relevant State/Territory roads and traffic authority

ELEMENT	PERFORMANCE CRITERIA
1. Check the trailer	<ul style="list-style-type: none"> a. A visual check of the internal and external condition of the trailer is carried out following workplace procedures b. Pre-operational inspections and checks of the trailer's brake systems, suspension and axles, electrical systems and wheels and tyres are carried out to ensure conformance with road safety standards c. Associated equipment is tested to ensure it functions correctly to manufacturer's specification
2. Clean trailer	<ul style="list-style-type: none"> a. Trailer and associated equipment is cleaned in accordance with workplace procedures and legislation
3. Complete documentation	<ul style="list-style-type: none"> a. Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by workplace procedures and legislation b. Records of inspection are updated and recommended repairs documented in accordance with workplace policies

Range Of Variables

CARRY OUT INSPECTION OF TRAILERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none">a. Work must be carried out in compliance with the regulations of the relevant roads and traffic authority concerned with the inspection of commercial trailersb. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomesc. Work involves the application of routine inspection principles and procedures to check a commercial trailer across a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none">a. Maintenance may be carried out in typical road transport situations, including:<ul style="list-style-type: none">a.1. operations conducted at day or nighta.2. typical weather conditionsa.3. in confined spaces, exposed conditions and controlled or open environmenta.4. while in a depot, base or warehousea.5. while in the trailer on the roada.6. while at a client's workplaceb. Trailers may include any commercial trailers attached to vehicles used in the Australian transport industryc. Inspection may include:<ul style="list-style-type: none">c.1. visual checks of trailerc.2. routine checks of trailer systemsc.3. checks in accordance with a trailer inspection scheduled. Routine checks may include:<ul style="list-style-type: none">d.1. air pressure in tyresd.2. brakesd.3. lightsd.4. condition of tyresd.5. suspensiond.6. coupling systemse. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:<ul style="list-style-type: none">e.1. company procedurese.2. enterprise procedurese.3. organisational procedurese.4. established procedures

Range Of Variables (continued)

CARRY OUT INSPECTION OF TRAILERS

VARIABLE	SCOPE
3. Sources of information/documents	a. Information/records may include: a.1. workplace routine inspection procedures, checklists and instructions a.2. relevant State/Territory roads and traffic authority trailer maintenance regulations a.3. trailer manufacturer's instructions, specifications and recommended procedures a.4. precautions and procedures to be adopted to protect the environment when inspecting, servicing and maintaining trailers a.5. OHS procedures to be followed when inspecting trailers
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: a.1. relevant State/Territory roads and traffic authority trailer maintenance regulations and requirements a.2. relevant State/Territory OHS legislation a.3. relevant State/Territory environmental protection legislation

CARRY OUT INSPECTION OF TRAILERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. check a trailer and its systems in accordance with workplace procedures a.2. clean a trailer in accordance with workplace procedures a.3. exercise all required safety, environmental and hazard control precautions and procedures when carrying out a routine inspection of a trailer a.4. communicate effectively with others when carrying out a routine inspection of a trailer a.5. complete required documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with the other units that are part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant 'duty of care' requirements for the routine inspection of trailers b. Relevant OHS and pollution control procedures c. Procedures for the routine inspection of a commercial trailer in accordance with workplace and manufacturer's requirements and established safety rules and regulations, including: <ul style="list-style-type: none"> c.1. visual inspection procedures c.2. pre-operational checking procedures d. Problems that may occur during the routine inspection of a trailer and appropriate actions and solutions e. Basic principles of operation of systems on commercial trailers, including: <ul style="list-style-type: none"> e.1. electrical systems e.2. tyres e.3. brakes e.4. coupling systems f. Reporting and documentation requirements g. Reading and comprehension of simple statements in English h. Writing of simple reports i. Ability to perform work under the required level of supervision j. Ability to use cleaning equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out a routine inspection of a commercial trailer, and/or a.2. carry out routine inspections of commercial trailers in an appropriate range of operational situations

Evidence Guide (continued)

CARRY OUT INSPECTION OF TRAILERS

<p>5. Consistency in performance</p>	<p>a. Applies knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. checking trailers and their systems a.2. cleaning trailers a.3. exercising all required safety, environmental and hazard control precautions and procedures during a routine inspection of a trailer a.4. communicating effectively with others when carrying out a routine inspection of a trailer a.5. completing required documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. trailer inspection requirements of the relevant State/Territory road traffic authority b.2. OHS regulations and hazard prevention policies and procedures b.3. job procedures and work instructions b.4. relevant trailer manufacturer's guidelines relating to the routine inspection and servicing of the trailer b.5. environmental protection procedures when carrying out routine inspections and servicing of trailers <p>c. Action is taken promptly to report and/or rectify any identified trailer faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competency must comply with the assessment requirements of the relevant State/Territory road traffic authority</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to set up and rig a mobile crane for a lift, including the systematic positioning and stabilisation of the crane and its assembly.

(Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of mobile cranes)

ELEMENT	PERFORMANCE CRITERIA
<p>1. Position and stabilise crane</p>	<ul style="list-style-type: none"> a. Crane is directed to position as per job plan to ensure safe operation in accordance with applicable Australian Standards, codes of practice and manufacturer's specifications b. Ground is checked to ensure it is firm enough to bear the load c. Appropriate plates or packing are correctly used to adequately distribute the load d. Any outriggers and stabilisers are correctly deployed and positioned in accordance with manufacturer's instructions and the appropriate Australian Standard and other relevant statutory regulations e. Outrigger packing is checked for adequacy prior to and after lift is taken
<p>2. Assemble crane</p>	<ul style="list-style-type: none"> a. The block is reeved in accordance with manufacturer's instructions b. Any counterweights are installed to manufacturer's specifications c. Any attachments are set up in accordance with manufacturer's instructions d. Other personnel are assisted as necessary to ensure efficient and safe assembly and set up of crane e. Any flies are assembled in accordance with manufacturer's instructions

Range Of Variables

SET UP AND RIG CRANE FOR LIFT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to mobile crane operations b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to the setting up and rigging of a crane prior to lift in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Hazards may include: <ul style="list-style-type: none"> e.1. power lines e.2. noise, light, energy sources e.3. overhead service lines e.4. surrounding buildings, structures, facilities e.5. underground services e.6. obstructions e.7. uneven or unstable ground and recently filled trenches e.8. stationary and moving machinery and equipment e.9. hazardous or dangerous materials e.10. traffic hazards and congestion e.11. other vehicles and personnel f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. management g.3. union representatives g.4. clients g.5. industrial relations and OHS specialists g.6. other professional or technical staff

Range Of Variables (continued)

SET UP AND RIG CRANE FOR LIFT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Requirements for access and/or lift may include:</p> <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. authorities and permits h.3. hours of operation h.4. induction h.5. slings, chains, nets, brackets and other specialised lifting equipment h.6. noise restrictions h.7. personal protection equipment h.8. support trucks h.9. additional gear and equipment h.10. communications equipment <p>i. Personal protection equipment may include:</p> <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. sunscreen, sunglasses and safety glasses i.4. two-way radios i.5. high visibility clothing
<p>3. Sources of information/ documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. site plans a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. operations manuals including load charts and crane and rigging manuals a.4. induction documentation a.5. competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. personal and work area work procedures and practices a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health & safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes a.2. relevant State/Territory road rules a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation

SET UP AND RIG CRANE FOR LIFT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. set up crane for lift a.2. control on-street safety a.3. ascertain weight and dimensions of load and radius requirements and centre of gravity (COG) a.4. select appropriate crane size and type a.5. communicate effectively in writing and respond to telephone and verbal inquiries a.6. identify job and site hazards a.7. determine required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information including site plans and job specifications a.10. maintain company records and documentation a.11. identify and safely handle equipment and goods a.12. apply hierarchy of control and, where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function.</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Operational procedures for crane crews e. Prioritising and multi-tasking work f. Company work procedures concerning the setting up and rigging of a mobile crane at a work site g. Focus of operation of work systems and equipment h. Application of relevant agreements, codes of practice or other legislative requirements i. Identification and correct use of equipment, processes and procedures j. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to set up and rig a mobile crane at a work site and/or a.2. set up and rig mobile cranes in an appropriate range of operational situations

SET UP AND RIG CRANE FOR LIFT

5. Consistency in performance
- a. Applies knowledge and skills when:
 - a.1. setting up crane for lift
 - a.2. controlling on-street safety
 - a.3. ascertaining weight and dimensions of load and radius requirements and centre of gravity (COG)
 - a.4. selecting appropriate crane size and type
 - a.5. identifying job and site hazards
 - a.6. determining required permits
 - a.7. using appropriate communication strategies and equipment
 - a.8. locating, interpreting and applying relevant information including site plans and job specifications
 - a.9. maintaining company records and documentation
 - a.10. identifying and safely handling equipment and goods
 - a.11. applying hierarchy of control and where necessary, safety precautions appropriate to the task
 - b. Shows evidence of application of relevant workplace procedures including:
 - b.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes
 - b.2. OHS policies and procedures
 - b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques
 - b.4. company procedures and work instructions (including security and housekeeping procedures)
 - b.5. relevant manufacturer's guidelines related to the setting up and rigging of the mobile crane concerned
 - b.6. environmental protection procedures
 - c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and company procedures
 - d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

SET UP AND RIG CRANE FOR LIFT

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to plan a lifting job and set up work areas prior to the positioning and setting up of a mobile crane, including obtaining and confirming job instructions and work specifications, coordinating the loading of gear and equipment, assessing job requirements work areas, designing the job plan and setting up the work area

(Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of mobile cranes)

ELEMENT	PERFORMANCE CRITERIA
1. Obtain and confirm job instructions/ work specifications	<ul style="list-style-type: none"> a. Job instructions are obtained and checked to ensure specifications include all necessary information b. Lift plan and other work specifications are interpreted and clarification sought if necessary
2. Coordinate loading of gear and equipment	<ul style="list-style-type: none"> a. Specific gear necessary for job is identified and obtained b. Equipment is properly packed and secured according to company procedures to ensure injury and damage are avoided during transportation
3. Assess job requirements and work area	<ul style="list-style-type: none"> a. Adequate site access and egress is identified b. Potential hazards are identified and appropriate elimination or control measures selected c. Weight and dimensions of load are estimated or confirmed in consultation with customer and relevant personnel to ensure job is within limits of crane capacity d. Site information is interpreted and requirements confirmed with site supervisor e. Area is assessed to ensure there is sufficient space to establish crane and conduct lift f. Need to move mobile crane is assessed and, where applicable, route to be travelled is planned to ensure crane traverses firm surfaces and slopes are avoided where possible g. Any concerns about the safety or feasibility of the lift are discussed with the customer and if not resolved, reported to supervisor h. Payment arrangements are confirmed with customer where required i. Customer requirements are anticipated and suggestions made which will maximise safety and efficiency and minimise inconvenience

4. Design job plan	<ul style="list-style-type: none"> a. The job plan is developed to include hazard prevention/control measures and safety procedures in line with applicable Australian Standards, codes of practice and equipment manufacturers specifications b. Crane's load chart is consulted and information on permissible loads, radii, weights, boom and jib configurations taken into account in planning the job c. The job plan takes into account job requirements and customer priorities, and workplace rules and procedures d. Job plan is discussed and confirmed with relevant personnel e. Job plan details are documented as required
5. Set up work area	<ul style="list-style-type: none"> a. Site personnel and public are advised of any danger and site/work area is isolated as necessary in line with legislative, regulatory and customer requirements b. Site safety procedures are followed c. Required protective equipment is identified and fitted in accordance with manufacturers guidelines and customer requirements d. Ancillary equipment is assembled and erected where appropriate e. Load destination and travel route where applicable are prepared to accept load

Range Of Variables

PLAN JOB AND SET UP WORK AREAS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to mobile crane operations b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to the planning of a mobile crane job and setting up of work areas prior to lift in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Hazards may include: <ul style="list-style-type: none"> e.1. power lines e.2. noise, light, energy sources e.3. overhead service lines e.4. surrounding buildings, structures, facilities e.5. underground services e.6. obstructions e.7. uneven or unstable ground and recently filled trenches e.8. stationary and moving machinery and equipment e.9. hazardous or dangerous materials e.10. traffic hazards and congestion e.11. other vehicles and personnel f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. management g.3. union representatives g.4. clients g.5. industrial relations and OHS specialists g.6. other professional or technical staff

Range Of Variables (continued)

PLAN JOB AND SET UP WORK AREAS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>h. Requirements for access and/or lift may include:</p> <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. authorities and permits h.3. hours of operation h.4. induction h.5. slings, chains, nets, brackets and other specialised lifting equipment h.6. noise restrictions h.7. personal protection equipment h.8. support trucks h.9. additional gear and equipment h.10. communications equipment <p>i. Personal protection equipment may include:</p> <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. sunscreen, sunglasses and safety glasses i.4. two-way radios i.5. high visibility clothing <p>j. Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures
3. Sources of information/documents	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. site plans a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. operations manuals including load charts and crane and rigging manuals a.4. induction documentation a.5. Competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. personal and work area work procedures and practices a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health & safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures

Range Of Variables (continued)

PLAN JOB AND SET UP WORK AREAS

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: a.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes a.2. relevant State/Territory road rules a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation

PLAN JOB AND SET UP WORK AREAS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. design a job plan for a mobile crane a.2. set up a work area a.3. control on street safety a.4. ascertain weight and dimensions of load and radius requirements and centre of gravity (COG) a.5. select appropriate crane size and type a.6. identify job and site hazards a.7. determine required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information including site plans and job specifications a.10. maintain company records and documentation a.11. identify and safely handle equipment and goods a.12. apply hierarchy of control and where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function. A co-requisite to this unit is 'Estimate/calculate mass, area and dimensions for load shifting'</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Operational procedures for crane crews e. Prioritising and multi-tasking work f. Company work procedures for the planning of mobile crane jobs and the setting up of work areas g. Guidelines relating to the safe use of machinery and equipment h. Focus of operation of work systems and equipment i. Application of relevant agreements, codes of practice or other legislative requirements j. Identification and correct use of equipment, processes and procedures k. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to plan a mobile crane job and set up a work area prior to the setting up and rigging of the crane, and/or a.2. plan mobile crane jobs and set up work areas prior to the setting up and rigging of the crane in an appropriate range of operational situations

PLAN JOB AND SET UP WORK AREAS

5. Consistency in performance
- a. Applies underpinning knowledge and skills when:
 - a.1. designing a job plan for a mobile crane
 - a.2. setting up a work area
 - a.3. controlling on-street safety
 - a.4. ascertaining weight and dimensions of load and radius requirements and centre of gravity (COG)
 - a.5. selecting appropriate crane size and type
 - a.6. identifying job and site hazards
 - a.7. determining required permits
 - a.8. using appropriate communication strategies and equipment
 - a.9. locating, interpreting and applying relevant information including site plans and job specifications
 - a.10. maintaining company records and documentation
 - a.11. identifying and safely handling equipment and goods
 - a.12. applying hierarchy of control and where necessary, safety precautions appropriate to the task
 - b. Shows evidence of application of relevant workplace procedures including:
 - b.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes
 - b.2. OHS policies and procedures
 - b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques
 - b.4. company procedures and work instructions (including security and housekeeping procedures)
 - b.5. relevant manufacturer's guidelines related to the setting up and operation of the mobile crane concerned
 - b.6. environmental protection procedures
 - c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and company procedures
 - d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

PLAN JOB AND SET UP WORK AREAS

- 6. Context for assessment
 - a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to carry out routine maintenance of a mobile crane, including obtaining and confirming job instructions and work specifications, coordinating the loading of gear and equipment, assessing job requirements and work areas, designing the job plan and setting up the work area

(Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the maintenance of mobile cranes)

ELEMENT	PERFORMANCE CRITERIA
1. Plan maintenance operations	<ul style="list-style-type: none"> a. Tags, service records, log books and crane manufacturer's information are read prior to commencing maintenance, noting previously identified and manufacturer's recommendations b. Maintenance schedules are read and maintenance tasks noted to match the schedule c. A step by step procedure is worked out to minimise time delays and to sequence maintenance processes consistent with manufacturer's recommendations
2. Complete pre-maintenance checks	<ul style="list-style-type: none"> a. Appropriate safe work area is selected for conduct of maintenance b. Required tools, consumables and equipment are identified and assembled c. Equipment is inspected for visible faults and loose or damaged components
3. Identify and assess any faults found	<ul style="list-style-type: none"> a. Conditions found are compared with manufacturer's information and intended use of crane b. Conditions noticed which may cause difficulties in the future are identified and the potential effect on the safe and efficient operation of the mobile crane is documented c. Potential fault conditions are reported to the appropriate personnel
4. Conduct maintenance operations and safety check	<ul style="list-style-type: none"> a. Fluid replacements and lubrication operations are completed b. Fluid levels are checked and adjusted c. Mechanical components are checked for secure attachments and tensions d. Mechanical adjustments are made e. The maintenance plan is followed and appropriate adjustments are made to the plan to deal with unexpected events f. Own work and crane system operations are checked to ensure that the crane's operational condition is to the required specifications g. Tools, equipment and unused consumables are returned to the appropriate locations and waste is disposed of within workplace policy and procedures

5. Complete maintenance records

- a. Accurate reporting of the results of the safety check and the maintenance conducted is completed and filed in accordance with procedures, industry guidelines and any statutory requirements
- b. Clear reference in reports is made to any items which may not yet require maintenance but may affect the future working condition or safety of the mobile crane

Range Of Variables

MAINTAIN MOBILE CRANES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to mobile crane operations and maintenance b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine maintenance principles and procedures to servicing and maintenance of mobile cranes in a variety of operational contexts d. This unit applies to maintenance activity on equipment used by the operator and is limited to lubrication, fluid, filter and accessory changing and checks for cracks, surface or structural faults or other damage
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Maintenance may include: <ul style="list-style-type: none"> e.1. routine inspections of crane and its associated equipment e.2. checks prior to operations e.3. checks on completion of operations e.4. checks on completion of repairs f. Routine checks/servicing may include: <ul style="list-style-type: none"> f.1. checking and topping up of water levels f.2. replacement of oils f.3. replacement of air in tyres f.4. checking pressure, fluid leaks, temperature f.5. checking tightness of bolts, fixtures, attachments and fittings to ensure they are within specifications f.6. checking for cracks, surface or structural faults or other damage g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

MAINTAIN MOBILE CRANES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Safety checks may include:</p> <ul style="list-style-type: none"> h.1. warning devices h.2. operating lights or audible cues h.3. braking and transmissions h.4. lifting devices h.5. steering and suspension h.6. windscreen wipers h.7. isolation switches and shut down h.8. mechanical, electrical, electronic, hydraulic or pneumatic components <p>i. Hazards may include:</p> <ul style="list-style-type: none"> i.1. power lines i.2. noise, light, energy sources i.3. overhead service lines i.4. surrounding buildings, structures, facilities i.5. underground services i.6. obstructions i.7. uneven or unstable ground and recently filled trenches i.8. stationary and moving machinery and equipment i.9. hazardous or dangerous materials i.10. traffic hazards and congestion i.11. other vehicles and personnel <p>j. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</p> <p>k. Consultative processes may involve:</p> <ul style="list-style-type: none"> k.1. other employees and supervisors k.2. management k.3. union representatives k.4. clients k.5. industrial relations and OHS specialists k.6. other professional or technical staff <p>l. Requirements for access and/or lift may include:</p> <ul style="list-style-type: none"> l.1. site restrictions and procedures l.2. authorities and permits l.3. hours of operation l.4. induction l.5. slings, chains, nets, brackets and other specialised lifting equipment l.6. noise restrictions l.7. personal protection equipment l.8. support trucks l.9. additional gear and equipment l.10. communications equipment <p>m. Personal protection equipment may include:</p> <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. sunscreen, sunglasses and safety glasses m.4. two-way radios m.5. high visibility clothing

Range Of Variables (continued)

MAINTAIN MOBILE CRANES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. codes of practice and regulatory requirements concerning crane maintenance and safety a.2. operations manuals including load charts and crane and rigging manuals a.3. competency standards and training materials a.4. job specifications and procedures a.5. manufacturer's specifications a.6. workplace operating procedures and policies a.7. supplier and/or client instructions a.8. material safety data sheets a.9. communications technology equipment, oral, aural or signed communications a.10. personal and work area procedures and practices a.11. induction documentation a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health & safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations pertaining to the maintenance and safety of mobile cranes a.2. relevant State/Territory OHS legislation a.3. relevant State/Territory environmental protection legislation

MAINTAIN MOBILE CRANES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information in relation to maintenance a.2. carry out routine maintenance checks a.3. carry out safety checks on crane systems a.4. identify and control hazards associated with the conduct of maintenance a.5. explain and report implications on safe and effective work of any defects found which require a specialist repairer a.6. record maintenance findings a.7. maintain workplace maintenance records and documentation a.8. identify and safely handle equipment and goods, a.9. apply hierarchy of control and where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function. The unit <i>Check and assess operational capability of equipment</i> is a pre-requisite to this unit</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulations, permit and licence requirements pertaining to mobile crane operational safety and maintenance b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Operational safety and maintenance procedures for crane crews e. Use, characteristics, capabilities and limitations of the lubrication and adjustment tools and equipment f. Workplace procedures for the planning of mobile crane jobs and the setting up of work areas g. Guidelines relating to the safe use of machinery and equipment h. Focus of operation of crane systems and equipment i. Application of relevant agreements, codes of practice or other legislative requirements j. Ability to identify and correctly use equipment, processes and procedures k. identification of non- conformities which may compromise operational capability l. Ability to plan own work including predicting consequences and identifying improvements m. Ability to prioritise and multi-task work

Evidence Guide (continued)

MAINTAIN MOBILE CRANES

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out routine maintenance and safety checks on mobile cranes, and/ora.2. carry out routine maintenance and safety checks on mobile cranes in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<p>a. Applies knowledge and skills when:</p> <ul style="list-style-type: none">a.1. locating, interpreting and applying relevant information in relation to maintenancea.2. carrying out routine maintenance checksa.3. carrying out safety checks on crane systemsa.4. identifying and controlling hazards associated with the conduct of maintenancea.5. explaining and reporting implications of any defects found which require a specialist repairera.6. recording maintenance findingsa.7. maintaining workplace maintenance records and documentationa.8. identifying and safely handling equipment and goodsa.9. applying hierarchy of control and, where necessary, safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none">b.1. relevant State/Territory regulations and licence/permit requirements pertaining to the maintenance and safety of mobile cranesb.2. OHS policies and proceduresb.3. identification of operational hazards and the use of appropriate hazard minimisation techniquesb.4. workplace procedures and instructions (including security and housekeeping procedures), including the tagging of unserviceable or damaged itemsb.5. relevant manufacturer's guidelines related to carrying out maintenance and safety checksb.6. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified faults and safety hazards in accordance with manufacturer's instructions, regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to equipment</p>

MAINTAIN MOBILE CRANES

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to unload and load a wheeled or tracked mobile crane from and onto a float, including inspecting the worksite, unloading and loading crane from and onto float and securing the crane prior to travel.

(Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of wheeled or tracked mobile cranes)

ELEMENT	PERFORMANCE CRITERIA
1. Inspect site	<ul style="list-style-type: none"> a. Site access and exit routes are identified b. Site hazards are identified c. Loading and unloading area is selected based on assessment of work site requirements, physical conditions, proximity to job and safety of operations
2. Unload/load crane from/onto float	<ul style="list-style-type: none"> a. Vehicle is inspected and checked prior to unloading b. Pre-operational checks are conducted in accordance with manufacturer's instructions and workplace requirements c. Float is positioned on site in designated loading/unloading area noting ground conditions and potential site hazards d. Lashings, chains, stabilisers and chocks are safely removed and correctly stowed and secured in designated areas e. Loading ramps are secured f. Crane is driven on/off float ensuring no injury to personnel or damage to equipment and site g. Crane is stabilised, shut down and secured
3. Secure crane for travel	<ul style="list-style-type: none"> a. Weight and dimensions of crane are established and compared to carrying capacity of vehicle b. Crane is correctly positioned on float c. Crane is secured using appropriate securing equipment and shackled to anchorage points in accordance with workplace/float securing system and manufacturer's specifications d. Securing equipment is tightened to ensure security during travel e. Ramps are loaded and secured

Range Of Variables

LOAD AND UNLOAD WHEELED OR TRACKED CRANE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to mobile crane operations b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to the loading and unloading of a tracked crane prior to lift in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may include any wheeled or tracked unit e. Mobile crane may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> e.1. construction and demolition e.2. manufacturing e.3. waterfront e.4. mining e.5. primary industry e.6. utilities (electricity, gas, water) e.7. arboricultural e.8. swimming pool e.9. quarrying f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion f.11. other vehicles and personnel g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. management h.3. union representatives h.4. clients h.5. industrial relations and OHS specialists h.6. other professional or technical staff

Range Of Variables (continued)

LOAD AND UNLOAD WHEELED OR TRACKED CRANE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Requirements for access and/or lift may include: <ul style="list-style-type: none"> i.1. site restrictions and procedures i.2. authorities and permits i.3. hours of operation i.4. induction processes i.5. slings, chains, nets, brackets and other specialised lifting equipment i.6. noise restrictions i.7. personal protection equipment i.8. support trucks i.9. additional gear and equipment i.10. communications equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. sunscreen, sunglasses and safety glasses j.4. two-way radios j.5. high visibility clothing k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. site plans a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. operations manuals including load charts and crane and rigging manuals a.4. induction documentation a.5. Competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. personal and work area work procedures and practices a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health & safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures

Range Of Variables (continued)

LOAD AND UNLOAD WHEELED OR TRACKED CRANE

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranesa.2. relevant State/Territory road rulesa.3. relevant State/Territory OHS legislationa.4. relevant State/Territory fatigue management regulationsa.5. relevant State/Territory environmental protection legislation

LOAD AND UNLOAD WHEELED OR TRACKED CRANE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. inspect site prior to unloading crane a.2. identify job and site hazards a.3. unload wheeled and tracked cranes from floats a.4. load wheeled and tracked cranes from floats a.5. control on-street safety a.6. estimate weight and dimensions of load a.7. determine required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain workplace records and documentation a.11. identify and safely handle equipment and goods, a.12. apply hierarchy of control and, where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This Unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function. A co-requisite to this unit is <i>Estimate/calculate mass, area and dimensions for load shifting</i></p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Operational procedures for crane crews e. Prioritising and multi-tasking work f. Workplace procedures for the planning of mobile crane jobs and the setting up of work areas g. Guidelines relating to the safe use of machinery and equipment h. Focus of operation of work systems and equipment i. Application of relevant agreements, codes of practice or other legislative requirements j. Identification and correct use of equipment, processes and procedures k. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to load and unload a wheeled or tracked crane, and/or a.2. load and unload a wheeled or tracked crane in an appropriate range of operational situations

LOAD AND UNLOAD WHEELED OR TRACKED CRANE

5. Consistency in performance
- a. Applies knowledge and skills when:
 - a.1. inspecting site prior to unloading crane
 - a.2. identifying job and site hazards
 - a.3. unloading wheeled and tracked cranes from floats
 - a.4. loading wheeled and tracked cranes from floats
 - a.5. controlling on-street safety
 - a.6. estimating weight and dimensions of load
 - a.7. determining required permits
 - a.8. using appropriate communication strategies and equipment
 - a.9. locating, interpreting and applying relevant information
 - a.10. maintaining workplace records and documentation
 - a.11. identifying and safely handling equipment
 - a.12. applying hierarchy of control and, where necessary, safety precautions appropriate to the task
 - b. Shows evidence of application of relevant workplace procedures including:
 - b.1. relevant State/Territory regulations and licence/permit requirements pertaining to wheeled and tracked mobile cranes
 - b.2. OHS policies and procedures
 - b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques
 - b.4. workplace procedures and instructions (including security and housekeeping procedures)
 - b.5. relevant manufacturer's guidelines related to the setting up and operation of the wheeled or tracked mobile crane concerned
 - b.6. environmental protection procedures
 - c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and workplace procedures
 - d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

LOAD AND UNLOAD WHEELED OR TRACKED CRANE

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	2	1

TDTB1598B UNDERTAKE SITE INSPECTION

Field B Equipment Checking and Maintenance

DESCRIPTION:

This unit involves the skills and knowledge required to undertake a site inspection in preparation for a lift requiring a mobile crane, including arranging the site inspection, clarifying customer requirements, defining job requirements and completing necessary records.

(Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of mobile cranes).

ELEMENT	PERFORMANCE CRITERIA
1. Arrange site inspection	<ul style="list-style-type: none"> a. Available information about customer requirements is obtained from relevant personnel b. Need for site inspection is confirmed through appropriate questioning and discussion c. Mutually acceptable meeting time is arranged with customer d. Full customer details are recorded according to workplace procedures
2. Clarify customer requirements	<ul style="list-style-type: none"> a. Customer needs and perception of job are clearly established through appropriate questioning and discussion b. Alternative job methods are suggested where applicable and a safe and cost effective method negotiated with the customer c. Client's ability to provide any necessary competent personnel is ascertained
3. Define job requirements	<ul style="list-style-type: none"> a. Information regarding load and movement requirements is accessed and any necessary measurements are taken to enable accurate estimation of job requirements b. Specific scheduling needs are ascertained taking into account legislative and customer requirements c. Information from site inspection and customer is used to identify hazards and contingencies d. Specific site and job requirements are identified e. Lift study is arranged as required to provide additional information or meet customer expectations f. Necessity to be on site during lift is assessed in line with workplace policy taking into consideration complexity of job, potential hazards and expertise of available personnel g. Need for permits/authorisations is determined
4. Complete records	<ul style="list-style-type: none"> a. Required records are updated accurately, legibly and promptly according to workplace procedures b. Records include all relevant information about the job

Range Of Variables

UNDERTAKE SITE INSPECTION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to mobile crane operations and safety b. Work is performed with general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to conduct of site inspections prior to mobile crane lifts in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Sites may include: <ul style="list-style-type: none"> e.1. building and construction sites e.2. demolition sites e.3. wharves e.4. tree lopping/removal sites e.5. mining sites f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion f.11. other vehicles and personnel g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Range Of Variables (continued)

UNDERTAKE SITE INSPECTION

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Consultative processes may involve:</p> <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. management h.3. union representatives h.4. clients h.5. industrial relations and OHS specialists h.6. other professional or technical staff <p>i. Requirements for access and/or lift may include:</p> <ul style="list-style-type: none"> i.1. site restrictions and procedures i.2. authorities and permits i.3. hours of operation i.4. induction processes i.5. slings, chains, nets, brackets and other specialised lifting equipment i.6. noise restrictions i.7. personal protection equipment i.8. support trucks i.9. additional gear and equipment i.10. communications equipment <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. sunscreen, sunglasses and safety glasses j.4. two-way radios j.5. high visibility clothing <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures

Range Of Variables (continued)

UNDERTAKE SITE INSPECTION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. site plan a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. operations manuals including load charts and crane and rigging manuals a.4. induction documentation a.5. competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. personal and work area work procedures and practices a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health & safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes a.2. relevant State/Territory road rules a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation

UNDERTAKE SITE INSPECTION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. arrange site inspection a.2. clarify customer requirements a.3. define job requirements a.4. organise control of on-street safety a.5. ascertain weight and dimensions of load and radius requirements and centre of gravity (COG) a.6. select appropriate crane size and type a.7. identify job and site hazards a.8. determine required permits a.9. locate, interpret and apply relevant information a.10. maintain workplace records and documentation a.11. identify and safely handle equipment a.12. apply hierarchy of control and, where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation and safety b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Site inspection procedures and protocols e. Operational procedures for crane crews f. Workplace procedures for the planning of mobile crane jobs and the setting up of work areas g. Guidelines relating to the safe use of machinery and equipment h. Focus of operation of work systems and equipment i. Application of relevant agreements, codes of practice or other legislative requirements j. Ability to identify and correctly use equipment, processes and procedures k. Ability to plan own work including predicting consequences and identifying improvements l. Ability to prioritise and multi-task work
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to inspect a work site in preparation for a lift involving a mobile crane, and/or a.2. inspect work sites in preparation for lifts involving mobile cranes in an appropriate range of operational situations

UNDERTAKE SITE INSPECTION

5. Consistency in performance
- a. Applies knowledge and skills when:
 - a.1. arranging site inspection
 - a.2. clarifying customer requirements
 - a.3. defining job requirements
 - a.4. organising control of on-street safety
 - a.5. ascertaining weight and dimensions of load and radius requirements and centre of gravity (COG)
 - a.6. selecting appropriate crane size and type
 - a.7. identifying job and site hazards
 - a.8. determining required permits
 - a.9. locating, interpreting and applying relevant information
 - a.10. maintaining workplace records and documentation
 - a.11. identifying and safely handling equipment
 - a.12. applying hierarchy of control and safety precautions appropriate to the task
 - b. Shows evidence of application of relevant workplace procedures including:
 - b.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes
 - b.2. OHS policies and procedures
 - b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques
 - b.4. workplace procedures and instructions (including security and housekeeping procedures)
 - b.5. relevant manufacturer's guidelines related to setting up and operation of a mobile crane
 - b.6. environmental protection procedures
 - c. Action is taken promptly to report and/or rectify any identified potential operational problems in accordance with manufacturer's instructions, regulatory requirements and workplace procedures
 - d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

UNDERTAKE SITE INSPECTION

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to de-rig a mobile crane and to pack and store tools and equipment, including inspecting tools and equipment, securing outriggers, packing and storing tools and equipment and completing necessary records.

(Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of mobile cranes).

ELEMENT	PERFORMANCE CRITERIA
1. Inspect tools and equipment	<ul style="list-style-type: none"> a. Rigging gear is removed and inspected for damage and defects b. Damaged and defective gear is tagged and segregated for testing/repair/disposal by a qualified person
2. Secure outriggers	<ul style="list-style-type: none"> a. Any outriggers, stabilisers, counterweights and attachments are secured and stowed in accordance with manufacturer's instructions b. Outrigger packing is dismantled and stowed securely
3. Pack and store tools and equipment	<ul style="list-style-type: none"> a. Gear is cleaned as required and stored appropriately b. Additional gear is returned to depot, marked off and stored according to workplace procedures c. Other personnel are assisted as necessary to ensure efficient pack up
4. Complete records	<ul style="list-style-type: none"> a. Required workplace records are updated and processed accurately and promptly

Range Of Variables

DE-RIG, PACK AND STORE TOOLS AND EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to mobile crane operations b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to the de-rigging of a mobile crane and the packing and storage of tools and equipment in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Hazards may include: <ul style="list-style-type: none"> e.1. power lines e.2. noise, light, energy sources e.3. overhead service lines e.4. surrounding buildings, structures, facilities e.5. underground services e.6. obstructions e.7. uneven or unstable ground and recently filled trenches e.8. stationary and moving machinery and equipment e.9. hazardous or dangerous materials e.10. traffic hazards and congestion e.11. other vehicles and personnel f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. management g.3. union representatives g.4. clients g.5. industrial relations and OHS specialists g.6. other professional or technical staff

Range Of Variables (continued)

DE-RIG, PACK AND STORE TOOLS AND EQUIPMENT

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. sunscreen, sunglasses and safety glasses h.4. two-way radios h.5. high visibility clothing i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Documentation/information may include: <ul style="list-style-type: none"> a.1. operations manuals including load charts and crane and rigging manuals a.2. induction documentation a.3. competency standards and training materials a.4. job specifications and procedures a.5. manufacturer's specifications a.6. workplace operating procedures and policies a.7. supplier and/or client instructions a.8. communications technology equipment, oral, aural or signed communications a.9. personal and work area work procedures and practices a.10. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.10.1. workplace agreements and awards a.10.2. occupational health & safety procedures a.10.3. standards and certification requirements a.10.4. quality assurance procedures a.10.5. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes a.2. relevant State/Territory OHS legislation a.3. relevant State/Territory environmental protection legislation

DE-RIG, PACK AND STORE TOOLS AND EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify faulty rigging equipment a.2. disassemble and store rigging equipment a.3. control on-street safety a.4. select appropriate crane size and type a.5. identify job and site hazards a.6. use appropriate communication strategies and equipment a.7. locate, interpret and apply relevant information a.8. maintain workplace records and documentation a.9. identify and safely handle equipment and goods, a.10. apply hierarchy of control and, where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Operational procedures for crane crews concerning the de-rigging of cranes and the packing and storing of tools and equipment e. Defects that may be identified when de-rigging a crane and appropriate action that should be taken f. Workplace procedures for the planning of mobile crane jobs and the setting up of work areas g. Guidelines relating to the safe use of machinery and equipment h. Focus of operation of work systems and equipment i. Application of relevant agreements, codes of practice or other legislative requirements j. Ability to identify and correctly use equipment, processes and procedures k. Ability to plan own work including predicting consequences and identifying improvements l. Ability to prioritise and multi-task work
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to de-rig a mobile crane and pack and store tools and equipment, and/or a.2. de-rig a mobile crane and pack and store tools and equipment in an appropriate range of operational situations

Evidence Guide (continued)

DE-RIG, PACK AND STORE TOOLS AND EQUIPMENT

<p>5. Consistency in performance</p>	<p>a. Applies knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying faulty rigging equipment a.2. disassembling and storing rigging equipment a.3. controlling on street safety a.4. selecting appropriate crane size and type a.5. identifying job and site hazards a.6. using appropriate communication strategies and equipment a.7. locating, interpreting and applying relevant information a.8. maintaining workplace records and documentation a.9. identifying and safely handling equipment and goods a.10. applying hierarchy of control and, where necessary, safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes b.2. OHS policies and procedures b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. relevant manufacturer's guidelines related to the de-rigging of a mobile crane b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to assemble and dismantle a boom and jib on a lattice boom mobile crane, including planning the assembly/dismantling and following correct procedures for the boom/jib assembly and disassembly.

(Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of mobile cranes).

ELEMENT	PERFORMANCE CRITERIA
1. Plan assembly/dismantling	<ul style="list-style-type: none"> a. Site selected to assemble/dismantle the boom and/or jib is as level as possible and unobstructed b. A plan for the assembly and dismantling of the crane is developed in accordance with the appropriate Australian Standard, other statutory regulations, licensing requirements and manufacturer's specifications including any licensing requirements
2. Assemble/dismantle boom or jib	<ul style="list-style-type: none"> a. Equipment, including personal protective equipment, is assembled and used as appropriate for the requirements of the task b. The plan for assembly or dismantling of the boom/jib is carried out in accordance with manufacturer's specifications, appropriate Australian Standards and other relevant statutory regulations and guides c. All connections on boom and jib pendants and rope anchorages are checked before boom is raised to ensure they are in good order, tight and secure

Range Of Variables

ASSEMBLE AND DISMANTLE BOOM OR JIB

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to mobile crane operations b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to assembly and dismantling of booms and jibs on lattice boom mobile cranes in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may be any lattice boom mobile crane involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Hazards may include: <ul style="list-style-type: none"> e.1. power lines e.2. noise, light, energy sources e.3. overhead service lines e.4. surrounding buildings, structures, facilities e.5. underground services e.6. obstructions e.7. uneven or unstable ground and recently filled trenches e.8. stationary and moving machinery and equipment e.9. hazardous or dangerous materials e.10. traffic hazards and congestion e.11. other vehicles and personnel f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. management g.3. union representatives g.4. clients g.5. industrial relations and OHS specialists g.6. other professional or technical staff

Range Of Variables (continued)

ASSEMBLE AND DISMANTLE BOOM OR JIB

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Requirements for assembly may include: <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. authorities and permits h.3. hours of operation h.4. slings, chains, nets, brackets and other specialised lifting equipment h.5. personal protection equipment h.6. support trucks i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. sunscreen, sunglasses and safety glasses i.4. two-way radios i.5. high visibility clothing j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Documentation/information may include: <ul style="list-style-type: none"> a.1. Safe Working Load (SWL) and Working Load Limit (WLL) a.2. operations manuals including load charts and crane and rigging manuals a.3. induction documentation a.4. competency standards and training materials a.5. job specifications and procedures a.6. manufacturer's specifications a.7. workplace operating procedures and policies a.8. supplier and/or client instructions a.9. communications technology equipment, oral, aural or signed communications a.10. personal and work area work procedures and practices a.11. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.11.1. workplace agreements and awards a.11.2. occupational health & safety procedures a.11.3. standards and certification requirements a.11.4. quality assurance procedures a.11.5. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory regulations and licence/permit requirements pertaining to the assembly of mobile cranes a.2. relevant State/Territory OHS legislation a.3. relevant State/Territory environmental protection legislation

ASSEMBLE AND DISMANTLE BOOM OR JIB

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify crane jib/boom components a.2. select a work site and plan assembly/dismantling operation a.3. control on-street safety a.4. ascertain weight and dimensions of load and radius requirements and centre of gravity (COG) a.5. select appropriate crane size and type a.6. identify job and site hazards a.7. determine required permits a.8. assemble/dismantle boom/jib in accordance with plan a.9. use appropriate communication strategies and equipment a.10. locate, interpret and apply relevant information including site plans and job specifications a.11. maintain workplace records and documentation a.12. identify and safely handle equipment and goods a.13. apply hierarchy of control and where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant road rules, regulations, permit and licence requirements pertaining to mobile crane assembly and dismantling b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Operational procedures for crane crews concerning the assembling and dismantling of booms and jibs on lattice boom mobile cranes e. Defects that may be identified when assembling and dismantling a boom/jib and appropriate action that should be taken f. Relevant workplace procedures g. Guidelines relating to the safe use of machinery and equipment h. Focus of operation of work systems and equipment i. Application of relevant agreements, codes of practice or other legislative requirements j. Ability to identify and correctly use equipment, processes and procedures k. Ability to plan own work including predicting consequences and identifying improvements l. Ability to prioritise and multi-task work

Evidence Guide (continued)

ASSEMBLE AND DISMANTLE BOOM OR JIB

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to assemble and dismantle booms and jibs on lattice boom mobile cranes, and/ora.2. assemble and dismantle booms and jibs on lattice boom mobile cranes in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. identifying crane jib/boom componentsa.2. selecting a work site and planning assembly/dismantling operationa.3. controlling on-street safetya.4. ascertaining weight and dimensions of load and radius requirements and centre of gravity (COG)a.5. selecting appropriate crane size and typea.6. identifying job and site hazardsa.7. determining required permitsa.8. assembling/dismantling boom/jiba.9. using appropriate communication strategies and equipmenta.10. locating, interpreting and applying relevant information including site plans and job specificationsa.11. maintaining workplace records and documentationa.12. identifying and safely handling equipment and goodsa.13. applying hierarchy of control and safety precautions appropriate to the taskb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant State/Territory regulations and licence/permit requirements pertaining to the assembly/dismantling of mobile cranesb.2. OHS policies and proceduresb.3. identification of operational hazards and the use of appropriate hazard minimisation techniquesb.4. workplace procedures and instructions (including security and housekeeping procedures)b.5. relevant manufacturer's guidelines relating to the setting up and operation of the mobile crane concernedb.6. environmental protection proceduresc. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Work is completed systematically with required attention to detail and without injury to self or others or damage to equipment

ASSEMBLE AND DISMANTLE BOOM OR JIB

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

TDTB2401A CLEAN TRANSPORTATION UNITS AND FACILITIES FOR PASSENGER USE

Field B Equipment Checking and Maintenance

DESCRIPTION:

This unit involves the skills and knowledge required to clean transportation units and facilities for passenger use in accordance with workplace and regulatory requirements, including identifying and preparing for cleaning; cleaning the facility or unit; identifying any minor maintenance requirements of transportation units and facilities; and completing all work requirements.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify and prepare for cleaning</p>	<ul style="list-style-type: none"> a. Transportation units and facilities are inspected for hygiene and cleanliness on an on-going basis b. Customer complaints regarding lack of hygiene and cleanliness within transport units and facilities are investigated c. Transport units or areas requiring cleaning and the nature of the material to be cleaned is identified to determine appropriate response d. Cleaning procedures are identified and cleaning materials and equipment are organised in accordance with workplace procedures e. Areas that require cleaning that breach OHS regulations or workplace standards are cordoned off to prevent access by staff and customers
<p>2. Clean facility or unit</p>	<ul style="list-style-type: none"> a. Transportation units and facilities are cleaned or detailed to workplace standards b. Cleaning equipment is operated in accordance with OHS regulations, codes of practice, and workplace procedures c. Chemicals are used in accordance with OHS legislation, codes of practice, policies and procedures d. Hazardous and general waste is removed in accordance with OHS regulations, codes of practice and workplace procedures
<p>3. Identify minor maintenance requirements of transportation units and facilities</p>	<ul style="list-style-type: none"> a. Transport units and facilities are inspected to identify maintenance requirements b. Minor maintenance of the transport units and facilities is conducted in accordance with the workplace policies and procedures c. Minor maintenance actions are reported in accordance with workplace procedures d. Further maintenance requirements of transport units or facilities are reported in accordance with workplace procedures
<p>4. Complete the work</p>	<ul style="list-style-type: none"> a. Cordoned off area is re-opened for use when safe for customer access b. Transportation units/facilities cleanliness and appearance is verified prior to the unit being released for service c. Stocks of cleaning equipment are monitored and replenished as required

Range Of Variables

CLEAN TRANSPORTATION UNITS AND FACILITIES FOR PASSENGER USE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the cleaning of transportation units and facilities for passenger use b. Work is performed under some supervision, generally within a team environment c. Work involves the application of regulatory requirements and workplace procedures to the cleaning of transportation units and facilities for passenger use as part of work activities in the transport and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Transportation units may include rail carriages, buses, coaches, ferries and other transport units c. Cleaning equipment may include: <ul style="list-style-type: none"> c.1. vacuum cleaner c.2. steam cleaners c.3. mop and bucket c.4. polisher c.5. broom c.6. hose c.7. shampoo unit c.8. hovel c.9. specialised cleaning unit c.10. remote controlled cleaning unit c.11. special containers for syringes d. Reporting may include: <ul style="list-style-type: none"> d.1. verbal communication d.2. written communication e. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> e.1. chemicals e.2. dangerous or hazardous substances f. Facilities could include: <ul style="list-style-type: none"> f.1. hard floor (internal) f.2. soft floor f.3. ceiling surfaces and fittings f.4. external surfaces f.5. hard floor (external) f.6. glass surfaces f.7. internal surfaces f.8. furniture and fittings f.9. seats f.10. hard surfaces (e.g. metal, tiled) g. Transportation units may include passenger vehicles/carriages/vessels owned leased or hired for which the organisation is responsible for cleaning h. Facilities may include any premises owned, leased or hired and used by the transport system's internal and external customers

Range Of Variables (continued)

CLEAN TRANSPORTATION UNITS AND FACILITIES FOR PASSENGER USE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Chemicals include all types of active and passive materials/agents used for cleaning within the organisation's transportation units and facilities j. Hazardous waste includes all materials/agents/items/objects that are identified under the relevant acts, regulations or codes k. Equipment used to cordon off areas may include: <ul style="list-style-type: none"> k.1. portable barriers k.2. gate closure k.3. wickets hats k.4. designated tape l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. high visibility clothing m. Consultative processes may involve other workplace personnel, supervisors and managers n. Communication in the work area may include: <ul style="list-style-type: none"> n.1. phone n.2. radio n.3. oral, aural or signed communications o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies for the cleaning of transportation units and facilities for passenger use a.2. work instructions, inspection reports, works orders, job description, and induction materials a.3. manufacturer's specifications for equipment/materials a.4. relevant OHS and environmental protection requirements and policies a.5. relevant codes of practice including the National Standards for Manual Handling, the Industry Safety Code and the ADG Code a.6. relevant health and hygiene legislation, regulations and related documentation a.7. award, enterprise bargaining agreement and other industrial arrangements a.8. customer service and quality assurance procedures a.9. emergency procedures

Range Of Variables (continued)

CLEAN TRANSPORTATION UNITS AND FACILITIES FOR PASSENGER USE

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to the cleaning of transportation units and facilities for passenger use, including health and hygiene regulations and the ADG Codea.2. relevant State/Territory OHS legislationa.3. relevant State/Territory environmental protection legislationa.4. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action legislationa.5. workers compensation regulations

CLEAN TRANSPORTATION UNITS AND FACILITIES FOR PASSENGER USE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify facility or unit and prepare for cleaning a.2. clean facility or unit a.3. identify and fulfill minor maintenance requirements of transportation units and facilities a.4. select and appropriately use protective clothing and equipment a.5. locate, interpret and apply relevant information a.6. work effectively with others a.7. maintain workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the cleaning of transportation units and facilities for passenger use, including, where relevant, the ADG Code and relevant health and hygiene requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the cleaning of transportation units and facilities for passenger use, including the discharging of waste and the charging of water containers d. Focus of operation of work systems, equipment, management and site operating systems for the cleaning of transportation units and facilities for passenger use e. Equipment, chemicals and materials used during the cleaning of transportation units and facilities for passenger use, and the precautions and procedures that should be followed in their use f. Problems that may occur when cleaning transportation units and facilities and appropriate action that can be taken to resolve the problems g. Documentation and record requirements h. Communication requirements when providing cleaning transportation units and facilities, including radio operation i. Housekeeping standards procedures required in the workplace j. Site layout k. Ability to: <ul style="list-style-type: none"> k.1. select and safely use relevant equipment and materials when cleaning transportation units and facilities k.2. modify activities depending on differing workplace contexts, risk situations and environments k.3. select, mix and apply appropriate cleaning materials k.4. handle hazardous substances and materials k.5. store hazardous substances and materials k.6. store cleaning materials and equipment k.7. read and interpret instructions, procedures and labels relevant to the cleaning of transportation units and facilities for passenger use k.8. use required personal protective clothing and equipment conforming to industry and OHS standards

CLEAN TRANSPORTATION UNITS AND FACILITIES FOR PASSENGER USE

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to clean transportation units and facilities for passenger use, and/or</p> <p>a.2. clean transportation units and facilities for passenger use in an appropriate range of operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies knowledge and skills when:</p> <p>a.1. identifying facilities and units and preparing them for cleaning</p> <p>a.2. cleaning facilities or units</p> <p>a.3. identifying and fulfilling minor maintenance requirements of transportation units and facilities</p> <p>a.4. operating in accordance with regulatory requirements</p> <p>a.5. interpreting and communicating operational information</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions</p> <p>b.4. manufacturer's instructions for equipment and materials</p> <p>b.5. procedures for the use of relevant personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report any accidents, incidents or difficulties when cleaning transportation units and facilities in accordance with OHS and other regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	2	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to maintain and use hand tools in accordance with workplace requirements, including selecting and using hand tools to complete workplace tasks, maintaining basic hand tools in accordance with manufacturer's instructions, and securing and storing hand tools in accordance with workplace procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Select and use hand tools	<ul style="list-style-type: none"> a. Correct tools for work to be carried out are chosen to complete workplace tasks and to ensure efficient and safe working conditions b. Appropriate personal safety protection is used to minimise the risk of personal injury
2. Maintain hand tools	<ul style="list-style-type: none"> a. Equipment is cleaned and maintained in accordance with manufacturer's specifications and/or local instructions to ensure correct functionality of equipment b. Any unserviceable tools are repaired, replaced or reported to relevant personnel to ensure correct functionality
3. Secure and store hand tools	<ul style="list-style-type: none"> a. Tools are transported in a safe, secure, efficient manner to minimise risk of injury to personnel and damage to equipment b. Tools are stored and secured according to manufacturer's or workplace procedures to prevent damage to, and losses of, equipment

Range Of Variables

MAINTAIN AND USE HAND TOOLS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace procedures and safeworking codes relevant to the maintenance and use of hand tools b. Work is performed under some supervision, generally within a team environment c. Work involves the application of routine procedures to maintain and use hand tools across a variety of operational workplace contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Hand tools may include those required for operations and maintenance b. Operations may be carried out in typical rail transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. in confined spaces, exposed conditions and controlled or open environment c. Materials may include: <ul style="list-style-type: none"> c.1. servicing materials such as lubricants c.2. related materials and consumables needed when using tools, e.g. nails, screws, grease, etc. d. Safety equipment may include: <ul style="list-style-type: none"> d.1. high visibility clothing d.2. sunscreen and sun glasses d.3. insect repellent d.4. gloves, safety headwear, mask and footwear d.5. portable radios d.6. flags and hand lamps d.7. safety glasses and hearing protection d.8. safety devices e. Environmental hazards may include: <ul style="list-style-type: none"> e.1. leaking oil and fuel e.2. inappropriate disposal of fluids in drains or sewerage systems e.3. inappropriate disposal of waste and rubbish f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. workplace personnel f.2. supervisors and managers f.3. customers/clients f.4. equipment manufacturer's representatives and contractors f.5. union representatives f.6. industrial relations and OHS specialists f.7. other professional or technical staff g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established or standard procedures

Range Of Variables (continued)

MAINTAIN AND USE HAND TOOLS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Contingency processes may relate to: <ul style="list-style-type: none"> h.1. personal injury h.2. tool malfunctions i. Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant license, permit or certificate and be recognised as competent for the class of machinery being used
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/records may include: <ul style="list-style-type: none"> a.1. workplace operational and technical instructions and procedures for the use and care of hand tools a.2. relevant regulations including State/Territory safety codes of practice and safeworking regulations a.3. maintenance checklists and records for the use and servicing of tools a.4. tool/equipment manufacturer's instructions, specifications and recommended procedures a.5. precautions and procedures to be adopted to protect the environment when using and maintaining hand tools a.6. OHS procedures a.7. QA plans and procedures a.8. data and document control procedures a.9. relevant Australian standards and certification requirements a.10. emergency procedures a.11. award, enterprise bargaining agreement, other industrial arrangements
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory regulations, codes of practice and safeworking system requirements a.2. the 'Code of Practice for the Defined Interstate Rail Network' in situations where operations are carried out on that network a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.6. workers compensation regulations

MAINTAIN AND USE HAND TOOLS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select and use hand tools correctly, relevant to job requirements a.2. maintain hand tools to specifications of workplace and manufacturer's instructions a.3. secure and store hand tools correctly a.4. select and appropriately use protective clothing a.5. locate, interpret and apply relevant information a.6. work effectively with others a.7. maintain workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.9. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant sections of State/Territory regulations, codes of practice and safeworking system requirements b. Relevant OHS and environmental procedures and regulations c. Workplace procedures and policies for the use and maintenance of hand tools d. Problems that can occur when using and maintaining hand tools and related action that should be taken e. Materials used when using and maintaining hand tools and the procedures and precautions for their care, use and storage f. Workplace documentation and records requirements g. Procedures to be followed in the event of an emergency h. Workplace component and material supply system i. Ability to identify, select and efficiently and effectively use relevant tools and materials j. Ability to solve problems that may arise when using and maintaining hand tools k. Ability to plan own work including predicting consequences and identifying improvements l. Ability to work efficiently and effectively as part of a team m. Ability to read and interpret instructions and procedures relevant to the use and maintenance of hand tools n. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

MAINTAIN AND USE HAND TOOLS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to use and maintain hand tools, and/ora.2. use and maintain hand tools in an appropriate range of workplace operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies knowledge and skills when:<ul style="list-style-type: none">a.1. selecting and using hand tools correctly relevant to job requirementsa.2. maintaining hand toolsa.3. securing and storing hand toolsa.4. selecting and appropriately using protective equipment and clothinga.5. locating, interpreting and applying relevant informationa.6. working effectively with othersa.7. maintaining workplace recordsa.8. following the designated work plan for the jobb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. State/Territory regulations, codes of practice and safeworking system requirementsb.2. 'Code of Practice for the Defined Interstate Rail Network' in situations where operations are carried out on that networkb.3. workplace procedures and work instructions (including security and housekeeping procedures)b.4. OHS and environmental protection policies and proceduresb.5. hazard control policies and proceduresb.6. issue resolution proceduresb.7. manufacturer's instructions relating to the hand tools concernedb.8. waste, pollution and recycling management processesc. Action is taken promptly to report any accidents, safety incidents and equipment malfunctions in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail

Evidence Guide (continued)

MAINTAIN AND USE HAND TOOLS

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	2	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to use and maintain minor mechanical equipment in accordance with workplace requirements, including carrying out pre-operation checks on equipment, operating mechanical equipment in accordance with workplace requirements, conducting routine maintenance, and securing and storing equipment in accordance with workplace procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Carry out pre-operation checks	<ul style="list-style-type: none"> a. Pre-operational checks are conducted to manufacturer's specifications to ensure optimum functionality of equipment b. Necessary adjustments to equipment are made to ensure efficient operation, according to manufacturer's instructions c. Faulty equipment is reported to relevant person to ensure equipment is safe and effective to use
2. Operate mechanical equipment	<ul style="list-style-type: none"> a. Equipment is operated in accordance with manufacturer's or workplace operating instructions to ensure safe and effective operation b. Appropriate personal safety protection is used to minimise the risk of injury to operator c. Work operational hazards are eliminated or controlled appropriately when using equipment to ensure safe working conditions d. Assisting personnel are given clear instructions about their duties if required to ensure safe and effective working conditions
3. Conduct routine maintenance	<ul style="list-style-type: none"> a. Equipment is cleaned and maintained in accordance with manufacturer's specifications to ensure optimum functionality b. Detailed and accurate records are maintained according to workplace procedures.
4. Secure and store	<ul style="list-style-type: none"> a. Equipment is handled and transported in a safe, secure, efficient manner to minimise risk of injury to personnel and damage to equipment b. Equipment is stored and secured according to manufacturer's or workplace procedures to prevent damage and losses of equipment

Range Of Variables

USE AND MAINTAIN MINOR MECHANICAL EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with workplace procedures and the regulations and safeworking codes of practice relevant to the use and maintenance of minor mechanical equipment b. Work is performed under some supervision, generally within a team environment c. Work involves the application of routine procedures to use and maintain minor mechanical equipment across a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Equipment may include: <ul style="list-style-type: none"> a.1. mechanical handling/lifting equipment a.2. basic hand tools a.3. small plant such as motorised borers and saws b. Operations may be carried out in typical transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions. b.3. in confined spaces, exposed conditions and controlled or open environment c. Materials may include: <ul style="list-style-type: none"> c.1. servicing materials such as lubricants c.2. related materials and consumables needed when using tools, e.g. nails, screws, grease, etc. d. Safety equipment may include: <ul style="list-style-type: none"> d.1. high visibility clothing d.2. sunscreen and sun glasses d.3. insect repellent d.4. gloves, safety headwear, mask and footwear d.5. portable radios d.6. flags and hand lamps d.7. safety glasses and hearing protection d.8. safety devices e. Environmental hazards may include: <ul style="list-style-type: none"> e.1. leaking oil and fuel e.2. inappropriate disposal of fluids in drains or sewerage systems e.3. inappropriate disposal of waste and rubbish f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. workplace personnel f.2. supervisors and managers f.3. customers/clients f.4. equipment manufacturer's representatives and contractors f.5. union representatives f.6. industrial relations and OHS specialists f.7. other professional or technical staff

Range Of Variables (continued)

USE AND MAINTAIN MINOR MECHANICAL EQUIPMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established or standard procedures <p>h. Contingency processes may relate to:</p> <ul style="list-style-type: none"> h.1. personal injury h.2. tool malfunctions <p>i. Operators of mechanised equipment must have undertaken training and where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used</p>
<p>3. Sources of information/documents</p>	<p>a. Information/records may include:</p> <ul style="list-style-type: none"> a.1. workplace operational and technical instructions and procedures for the use and maintenance of minor mechanical equipment a.2. relevant regulations including State/Territory safety codes of practice and safeworking regulations a.3. maintenance checklists and records for the use and maintenance of minor mechanical equipment a.4. tool/equipment manufacturer's instructions, specifications and recommended procedures a.5. precautions and procedures to be adopted to protect the environment when use and maintaining minor mechanical equipment a.6. OHS procedures a.7. QA plans and procedures a.8. data and document control procedures a.9. relevant Australian standards and certification requirements a.10. emergency procedures a.11. award, enterprise bargaining agreement, other industrial arrangements
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations, codes of practice and safeworking system requirements a.2. the 'Code of Practice for the Defined Interstate Rail Network' in situations where operations are carried out on that network a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.6. workers compensation regulations

USE AND MAINTAIN MINOR MECHANICAL EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. carry out pre-operational checks correctly a.2. identify faulty equipment quickly and accurately a.3. operate equipment correctly according to manufacturer's or workplace instructions a.4. control operating environment efficiently a.5. use appropriate safety equipment a.6. maintain and clean equipment to specifications of workplace and manufacturer's instructions a.7. transport and store equipment correctly a.8. select and appropriately use protective clothing a.9. locate, interpret and apply relevant information a.10. work effectively with others a.11. maintain workplace records a.12. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.13. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant sections of State/Territory codes of practice and safeworking system requirements including the 'Code of Practice for the Defined Interstate Rail Network' in situations where operations are carried out on that network b. Relevant OHS and environmental procedures and regulations c. Workplace procedures and policies for the use and maintenance of minor mechanical equipment d. Problems that can occur when using and maintaining minor mechanical equipment and related action that should be taken e. Tools and equipment used when using and maintaining minor mechanical equipment and the procedures and precautions for their care, use and storage f. Workplace documentation and records requirements g. Procedures to be followed in the event of an emergency h. Workplace component and material supply system i. Ability to identify, select and efficiently and effectively use relevant tools and equipment j. Ability to solve problems that may arise during the use and maintenance of minor mechanical equipment k. Ability to plan own work including predicting consequences and identifying improvements l. Ability to work efficiently and effectively as part of a team m. Ability to read and interpret instructions and procedures relevant to the use and maintenance of minor mechanical equipment n. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

USE AND MAINTAIN MINOR MECHANICAL EQUIPMENT

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to use and maintain minor mechanical equipment, and/ora.2. use and maintain minor mechanical equipment in an appropriate range of workplace operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies knowledge and skills when:<ul style="list-style-type: none">a.1. carrying out pre-operational checksa.2. identifying faulty equipmenta.3. operating equipmenta.4. controlling the operating environmenta.5. maintaining and cleaning equipmenta.6. transporting and storing equipmenta.7. selecting and using protective clothing and safety equipmenta.8. locating, interpreting and applying relevant informationa.9. working effectively with othersa.10. maintaining workplace recordsb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. State/Territory regulations, codes of practice and safeworking system requirementsb.2. 'Code of Practice for the Defined Interstate Rail Network' in situations where operations are carried out on that networkb.3. workplace procedures and work instructions (including security and housekeeping procedures)b.4. OHS and environmental protection policies and proceduresb.5. hazard control policies and proceduresb.6. issue resolution proceduresb.7. manufacturer's instructions relating to the equipment concernedb.8. waste, pollution and recycling management processesc. Action is taken promptly to report any accidents, safety incidents and equipment malfunctions in accordance with manufacturer's instructions, regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail

USE AND MAINTAIN MINOR MECHANICAL EQUIPMENT

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	2	2	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to clean up plant, equipment and worksite in accordance with safeworking and regulatory requirements and workplace procedures, including planning and preparing work, arranging the clear up and disposal/reclamation of material, operating cleaning equipment and mobile plant, finalising the work and restoring the site.

ELEMENT	PERFORMANCE CRITERIA
1. Plan and prepare work	<ul style="list-style-type: none"> a. Details of cleaning requirements are identified by instructions, inspections, work orders and schedules b. Materials and equipment are identified and obtained c. Relevant legislative, statutory and workplace requirements and standards are identified, applied and monitored throughout the work procedure d. Environmental regulatory requirements are identified to ensure site is left in an environmentally sound condition e. Required materials to be removed and methods of removal are identified to facilitate clean up
2. Arrange clear up and disposal/reclamation of material	<ul style="list-style-type: none"> a. Storage/disposal areas and quarantine zones are identified and arranged to ensure environmentally sound disposal b. Reclaimed material is removed to storage areas using appropriate methods c. Non-required materials/services are removed and disposed of in appropriate manner to ensure clean and environmentally stable site d. Site is inspected for overlooked materials to minimise wastage and losses
3. Operate cleaning equipment and mobile plant	<ul style="list-style-type: none"> a. Cleaning and mobile plant is operated to site/manufacture's requirements. b. Operator maintenance is performed to manufacturer's/site standards c. Cleaning equipment is cleaned and stored
4. Finalise work and restore site	<ul style="list-style-type: none"> a. Drainage is established/restored as necessary to ensure well drained site b. Re-vegetation/environmental repair is arranged if required to return site to environmentally sound condition c. Barriers are removed or checked for integrity to ensure access to correct areas d. Access roads are closed if required to prevent unauthorised access to closed site e. Site is left in suitable level and surface condition to ensure environmentally sound, safe and clean site

Range Of Variables

CLEAN UP PLANT, EQUIPMENT AND WORKSITE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant requirements of the codes of practice and safeworking requirements and regulations of the States/Territories concerned, including the 'Code of Practice for the Defined Interstate Rail Network' in situations where operations are carried out on that network b. Work is performed under minimal supervision, generally within a team environment c. It involves the application of routine operational principles and procedures to the cleaning up of plant, equipment and worksites as part of workplace activities across a variety of operational contexts within the Australian rail system
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted by day or night in all relevant weather conditions b. Materials may include: <ul style="list-style-type: none"> b.1. all purpose garden sprays b.2. floor stripper b.3. floor polish b.4. floor cleaner b.5. disinfectant b.6. degreaser b.7. bleach b.8. petrochemicals c. Tools may include: <ul style="list-style-type: none"> c.1. gardening implements c.2. cleaning tools c.3. hand tools d. Cleaning equipment may include: <ul style="list-style-type: none"> d.1. hoses d.2. lances d.3. pneumatic tube hones d.4. high speed polishers d.5. vacuum cleaners d.6. steam cleaners d.7. brooms d.8. buckets d.9. mops d.10. shovels d.11. duster d.12. internal combustion driven vacuum cleaner e. Cleaning operations may also include water lancing and internal boiler washing f. Communication methods may include: <ul style="list-style-type: none"> f.1. written f.2. verbal f.3. radio

Range of Variables (continued)

CLEAN UP PLANT, EQUIPMENT AND WORKSITE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures <p>h. Safety and protective equipment may include:</p> <ul style="list-style-type: none"> h.1. high visibility clothing h.2. hearing protection and gloves h.3. sunscreen h.4. sunglasses and safety glasses h.5. insect repellent h.6. safety headwear h.7. safety footwear h.8. portable radios h.9. hand lamps h.10. flags h.11. safety devices <p>i. Disposal of material may involve the use of a quarantine zone in accordance with environmental regulations and requirements</p>
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory codes of practice and safeworking system requirements a.2. the 'Code of Practice for the Defined Interstate Rail Network' in situations where operations are carried out on that network a.3. operational instructions, policies and workplace procedures a.4. relevant logs or record books a.5. notices, records and requests a.6. technical instructions a.7. manufacturer's or workplace equipment operation manuals a.8. emergency procedure manuals a.9. two-way radio operation procedures a.10. QA plans, data and document control a.11. environmental regulations and associated requirements a.12. conditions of service, legislation and industrial agreements including workplace agreements and awards
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations, codes of practice and safeworking system requirements a.2. the 'Code of Practice for the Defined Interstate Rail Network' in situations where operations are carried out on that network a.3. relevant Australian Standards and related requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory environmental protection legislation

CLEAN UP PLANT, EQUIPMENT AND WORKSITE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. plan and prepare work a.2. arrange clear up and disposal/reclamation of material a.3. operate cleaning equipment and mobile plant a.4. finalise work and restore site a.5. identify materials, tools and equipment cleaning techniques a.6. use tools and resources correctly and efficiently a.7. follow relevant codes of practice, OHS and environmental protection procedures and requirements a.8. complete relevant records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant sections of State/Territory codes of practice and safeworking system requirements including the 'Code of Practice for the Defined Interstate Rail Network' in situations where operations are carried out on that network b. Relevant OHS and environmental procedures and regulations c. Workplace procedures for the cleaning up of plant, equipment and worksites d. Problems that may occur during the cleaning up of plant, equipment and worksites and action that can be taken to report or resolve the problems e. Hazards that may exist when cleaning up plant, equipment and worksites and ways of controlling the risks involved f. Operational knowledge may include: <ul style="list-style-type: none"> f.1. permit to work system f.2. applications and characteristics of plant and equipment f.3. cleaning agents/sealants and their properties f.4. cleaning equipment and related materials and their applications f.5. plant and equipment cleaning procedures and instructions f.6. relevant recording and documentation requirements f.7. manufacturer's instructions for the servicing and cleaning of equipment g. Ability to: <ul style="list-style-type: none"> g.1. use hand and power tools g.2. handle hazardous materials g.3. level and re-vegetate sites g.4. identify and reclaim salvageable materials g.5. identify and remove water/waste/surplus materials g.6. use barriers correctly g.7. operate and maintain mobile plant and mobile plant equipment g.8. apply cleaning agents, sealants and chemicals

Evidence Guide (continued)

CLEAN UP PLANT, EQUIPMENT AND WORKSITE

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to clean up plant, equipment and worksite, and/ora.2. clean up plant, equipment and worksites in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies knowledge and skills when:<ul style="list-style-type: none">a.1. planning and preparing worka.2. arranging clear up and disposal/reclamation of materiala.3. operating cleaning equipment and mobile planta.4. finalising work and restoring sitea.5. following relevant codes of practice, OHS and environmental protection procedures and requirementsa.6. completing records and documentationb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. State/Territory codes of practice and safeworking system requirementsb.2. 'Code of Practice for the Defined Interstate Rail Network' in situations where operations are carried out on that networkb.3. OHS and environmental protection policies and proceduresb.4. hazard control policies and proceduresb.5. operational procedures and work instructions (including security and housekeeping procedures)b.6. manufacturer's instructions relating to tools, materials and equipmentc. Action is taken promptly to report and/or rectify any problems, incidents and identified faults or malfunctions in accordance with manufacturer's instructions, code of practice and safeworking requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipmentf. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others

CLEAN UP PLANT, EQUIPMENT AND WORKSITE

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory safeworking authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	2	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to clean road tankers in accordance with workplace procedures and OHS and environmental protection regulations, including preparing for cleaning operations, steam cleaning a tanker, cleaning a tanker using water and detergent, finalising cleaning operations, and completing all required documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for cleaning operations	<ul style="list-style-type: none"> a. Vehicle is positioned under gantry in accordance with workplace procedures b. Documentation is obtained from the vehicle driver to determine the product which has been previously carried in the tanker c. The vehicle keys are taken from the driver to prevent 'accidental drive off' before the cleaning process is completed d. Appropriate cleaning process is selected for type of tanker/load in accordance with workplace procedures e. Cleaning materials are prepared in accordance with manufacturer's instructions and workplace procedures f. The required personal protection and safety equipment is selected and used in accordance with regulatory requirements and workplace procedures
2. Steam clean a tanker	<ul style="list-style-type: none"> a. The vehicle is earthed to prevent sparks and explosions b. Valves are opened to allow draining of the wash materials and hoses attached in accordance with manufacturer's instructions and workplace procedures c. All access points, including vents and washing points, are opened and heat-sensitive auto fill probes removed in accordance with workplace procedures d. Where the tank has held oil/diesel, a wash consisting of detergent wash and hot water rinse is carried out followed by the application of steam e. Where the tank has only held petrol, a steam clean only is carried out in accordance with workplace procedures f. After the wash, the unit is left to drain until liquid ceases to drain from the outlet valves and steam stops leaving the vents on the top of the tank g. All vents and valves are closed and the auto fill probes reconnected h. Plastic seals are placed on valves to signify the completed cleaning of the tanker where required in accordance with workplace procedures

<p>3. Clean a tanker using water and detergent</p>	<ul style="list-style-type: none"> a. High pressure water and detergent is used to clean around the top of the tanker vents and hatches to remove dirt and they are rinsed clean with water b. Valves on the outlet manifold are opened and connected with flexible pipes to the waste storage facility or recycling tanks for the tank cleaner c. All hatches are opened and spray balls are placed into the tanks after checking visually for the condition of the tank. Where solid materials are present these are washed out with high pressure water prior to starting the cleaning cycle d. Tank is rinsed then washed with tank wash until waste is clear and then it is recycled into a holding tank for reuse leaving the tanker's tank to drain e. Water in the holding tank is topped up and ph tested and solution is replaced if necessary in accordance with workplace procedures f. Tank is rinsed with water in short bursts until the liquid leaving the tank is clear g. Top of tank is hosed off again with water, and spray balls are removed h. The tank is visually checked, through the hatches with the aid of a torch, for cleanliness i. If cleanliness standards have not been achieved, the tanker is rewashed or re-rinsed as required. Hatches are closed j. At the conclusion of cleaning operations drainage hoses are removed, manifold checked for cleanliness, and drainage valves closed and sealed to indicate completed process in accordance with workplace procedures
<p>4. Complete cleaning operations</p>	<ul style="list-style-type: none"> a. Due care is taken to ensure that the disposal of used cleaning materials is in accordance with environmental protection regulations and workplace procedures b. Wash water is suitably treated using available water cleaning and separation processes before draining into the sewerage system c. Cleaning equipment is cleaned, dried, checked and stored in accordance with workplace procedures d. Documentation on the cleaning operations is completed in accordance with workplace procedures and is returned to the driver along with the keys to the vehicle

Range Of Variables

CLEAN ROAD TANKERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with OHS and environmental protection regulations and workplace procedures b. Work is performed under some supervision, usually in a team environment c. Work involves the application of routine principles and procedures to clean commercial tankers across a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle may include all tankers including those carrying petrol, diesel, oil, milk, wine and other liquid products b. Cleaning operations may be carried out in appropriate facilities: <ul style="list-style-type: none"> b.1. by day or night b.2. in typical weather conditions b.3. in confined spaces, exposed conditions and controlled or open environment b.4. while in the a depot, base or warehouse b.5. while at a client's workplace c. Cleaning operations may include: <ul style="list-style-type: none"> c.1. steam cleaning c.2. water and detergent cleaning d. Equipment and materials may include: <ul style="list-style-type: none"> d.1. detergents and cleaning chemicals d.2. hoses and spray balls d.3. steam cleaning equipment d.4. waste recycling tanks/equipment d.5. cleaning tools e. Safety hazards may include but are not limited to: <ul style="list-style-type: none"> e.1. fire/ignition risk e.2. vapours and noxious gases e.3. working at heights e.3. slippery, wet surfaces e.4. steam burns f. Environmental hazards may include: <ul style="list-style-type: none"> f.1. leaking oil and fuel f.2. inappropriate disposal of washing fluids in drains or sewerage systems g. Depending on work context, safety and protective equipment may include: <ul style="list-style-type: none"> g.1. high visibility waterproof clothing g.2. hearing protection g.3. gloves g.4. safety glasses, headwear and footwear g.5. safety harness for working on top of tankers h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

CLEAN ROAD TANKERS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/records may include:</p> <ul style="list-style-type: none"> a.1. workplace tanker cleaning procedures, checklists and instructions for the vehicle, tanks and related ancillary equipment a.2. relevant State/Territory roads and traffic authority regulations a.3. ADG Code as it applies to tanker cleaning a.4. material safety data sheets a.5. tanker cleaning checklists and records a.6. tanker manufacturer's specifications and recommended procedures a.7. precautions and procedures to be adopted to protect the environment when cleaning tankers a.8. OHS procedures to be followed when cleaning tankers a.9. emergency procedure manuals a.10. QA plans and document control a.11. conditions of service, legislation and industrial agreements including workplace agreements and awards
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority regulations and requirements a.2. relevant State/Territory OHS legislation a.3. relevant State/Territory environmental protection legislation a.4. ADG Code as it applies to the cleaning of tankers

CLEAN ROAD TANKERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare for cleaning operations a.2. steam clean a tanker a.3. clean a tanker using water and detergent a.4. exercise all required safety, environmental and hazard control precautions and procedures during routine tanker cleaning operations a.5. communicate effectively with others when carrying out cleaning of a tanker and its associated ancillary equipment a.6. finalise cleaning operations a.7. complete required documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant 'duty of care' requirements for the routine cleaning of tankers b. Relevant OHS and pollution control procedures c. Procedures for the cleaning of a commercial tanker in accordance with workplace and manufacturer's requirements and established safety rules and regulations d. Problems that may occur during the routine cleaning of a commercial road tanker and its associated ancillary equipment, and appropriate action and solutions e. Recognition and diagnosis of faults and vehicle/ancillary system irregularities f. Hazards that may exist during the cleaning of road tankers and ways of controlling the risks involved g. Operational knowledge may include: <ul style="list-style-type: none"> g.1. basic technical knowledge relevant to the cleaning of road tankers g.2. emergency procedures g.3. materials identification, handling and storage g.4. hazardous situations and related personal protection measures g.5. relevant recording and documentation procedures g.6. precautions and procedures to dispose of or reprocess cleaning wastes in accordance with environmental protection requirements g.7. housekeeping standards required for cleaning operations h. Ability to: <ul style="list-style-type: none"> h.1. read and interpret labels, instructions and manuals h.2. carry out required cleaning operations h.3. select and use appropriate cleaning equipment and materials h.4. identify and solve problems that may arise when cleaning tankers h.5. work effectively with others h.6. select and use required protective clothing and equipment h.7. minimise waste during cleaning operations

Evidence Guide (continued)

CLEAN ROAD TANKERS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to clean a commercial tanker, and/ora.2. clean commercial tankers in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies knowledge and skills when:<ul style="list-style-type: none">a.1. preparing for cleaning operationsa.2. steam cleaning a tankera.3. cleaning a tanker using water and detergenta.4. finalising cleaning operationsa.5. exercising all required safety, environmental and hazard control precautions and procedures during routine tanker cleaning operationsa.6. communicating effectively with others when carrying out cleaning of a tanker and its associated ancillary equipmenta.7. completing required documentationb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. tanker cleaning requirements of the relevant State/Territory road traffic authorityb.2. ADG Code as it applies to tanker cleaning operationsb.3. OHS regulations and hazard prevention policies and proceduresb.4. job instructionsb.5. relevant manufacturer's guidelines relating to routine tanker cleaning operationsb.6. environmental protection procedures when carrying out tanker cleaning operationsc. Action is taken promptly to report and/or rectify any identified safety incidents or cleaning problems in accordance with manufacturer's instructions, road traffic authority requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Work is completed systematically with required attention to detail and without injury to self or others or damage to vehicles or equipmentf. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others

Evidence Guide (continued)

CLEAN ROAD TANKERS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to drive commercial light vehicles and cars safely, including the systematic, safe and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition, and performance and effective management of hazardous situations. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant State/Territory Road Traffic Authority.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory learner permit or driver licence requirements before driving a vehicle on a public road.

ELEMENT	PERFORMANCE CRITERIA
1. Drive the vehicle	<ul style="list-style-type: none"> a. Vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer's instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage c. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving d. The vehicle is driven in reverse, maintaining visibility and achieving accurate positioning e. Vehicle lights and indicators are used in accordance with traffic regulations and manufacturer's instructions f. The vehicle is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and workplace procedures g. Appropriate procedures are followed in the event of a driving emergency
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none"> a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicle b. Performance and efficiency of vehicle operation is monitored during use c. Defective or irregular performance or malfunctions are reported to the appropriate authority d. Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Range of Variables

DRIVE VEHICLE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Driving must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory roads and traffic authority b. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle across a variety of driving contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle includes cars and vehicles equal to or less than 4.5 tonnes GVM and seating up to 12 adults, including the driver, and all types of transmission b. Driving may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot, base or warehouse b.6. while at a client's workplace or work site c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating vehicle controls, instruments and indicators c.7. using defensive driving techniques c.8. managing engine performance d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of vehicle d.2. checking and topping up of fluid levels d.3. checks of tyre pressures d.4. checks of operation of vehicle lights and indicators d.5. checks of brakes e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in vehicle lights e.2. replacement of broken fan belt e.3. replacement of blown fuse e.4. replacement of door mirrors e.5. repairs to rear tail-light lens e.6. changing of tyres e.7. repair of tyre punctures e.8. replacement of broken coolant hose

Range of Variables (continued)

DRIVE VEHICLE

<p>2. Worksite environment (continued)</p>	<p>f. Driving hazards may include (examples only):</p> <ul style="list-style-type: none"> f.1. wet and iced roads f.2. oil on road f.3. animals and objects on road f.4. fire in vehicle f.5. leaking fuel f.6. faulty brakes f.7. parked vehicles on the road f.8. faulty steering mechanism on vehicle f.9. pedestrians crossing the road f.10. flooded sections of road f.11. windy sections of road f.12. foggy conditions <p>g. Factors that can cause traffic delays and diversions may include (examples only):</p> <ul style="list-style-type: none"> g.1. traffic accidents g.2. flooded sections of road g.3. road damage g.4. bridge/tunnel damage g.5. road works g.6. building construction g.7. emergency situations such as bushfires, building fires, etc. g.8. road closures for special events such as marches, parades, etc. g.9. holiday traffic g.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. State/Territory driving licence requirements a.2. State/Territory road rules a.3. workplace driving instructions and procedures a.4. vehicle manufacturer's instructions, specifications and recommended driving procedures including pre-operational checks of vehicle a.5. emergency procedures a.6. vehicle log book or record book (where required)
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle a.2. relevant State/Territory road rules a.3. relevant State/Territory permit regulations and requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

Evidence Guide

DRIVE VEHICLE

1. Critical aspects of evidence to be considered	a. Assessment must confirm appropriate knowledge and skills to: a.1. follow correct vehicle handling procedures a.2. monitor traffic and road conditions a.3. carry out pre-operational checks a.4. monitor and maintain vehicle performance a.5. follow OHS and environmental protection procedures and regulations a.6. follow emergency procedures when required
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other competency units that form part of a transport worker's job function
3. Required knowledge and skills	a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Vehicle controls, instruments and indicators and their use d. Vehicle handling procedures e. Procedures to be followed in the event of a driving emergency f. Engine power management and safe driving strategies g. Efficient driving techniques h. Pre-operational checks carried out on vehicle and related action i. Differences between transmission types j. Fatigue management techniques k. Map reading and road navigation techniques l. Driving hazards and related defensive driving techniques m. Principles of stress management when driving a vehicle n. Factors which may cause traffic delays and diversions and related action that can be taken by a driver o. Workplace driving and operational instructions p. Causes and effects of fatigue on drivers q. Strategies to manage on-road fatigue r. Factors which increase fatigue-related accidents s. Lifestyles which promote the effective long-term management of fatigue t. Ability to read instructions, procedures and signage relevant to the driving of a vehicle u. Ability to monitor and anticipate traffic hazards and take appropriate action

Evidence Guide (continued)

DRIVE VEHICLE

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to drive a commercial vehicle equal to or less than 4.5 tonnes GVM and seating up to 12 adults (including the driver and all types of transmission), and/ora.2. drive such a commercial vehicle in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. driving a vehiclea.2. monitoring traffic and road conditions and taking appropriate actiona.3. carrying out pre-operational checks and taking appropriate actiona.4. monitoring and maintaining vehicle performancea.5. exercising all required safety, environmental and hazard control precautions and procedures during driving operationsa.6. communicating effectively with others when driving a vehiclea.7. completing required documentationb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicleb.2. OHS policies and proceduresb.3. identification of driving hazards and the use of appropriate defensive driving techniquesb.4. workplace procedures and work instructions(including security and housekeeping procedures)b.5. relevant vehicle manufacturer's guidelines related to the driving of the vehicleb.6. environmental protection procedures when driving a vehicle and carrying out pre-operational checksc. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

Evidence Guide (continued)

DRIVE VEHICLE

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to drive a light rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition, and performance and effective management of hazardous situations. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant State/Territory Road Traffic Authority

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory learner permit or driver licence requirements before driving a light rigid vehicle on a public road.

ELEMENT	PERFORMANCE CRITERIA
1. Drive the light rigid vehicle	<ul style="list-style-type: none"> a. The light rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer's instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage c. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving d. The light rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning e. The light rigid vehicle is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and workplace procedures f. Appropriate procedures are followed in the event of a driving emergency
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none"> a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicle b. Performance and efficiency of vehicle operation is monitored during use c. Defective or irregular performance or malfunctions are reported to the appropriate authority d. Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Range Of Variables

DRIVE LIGHT RIGID VEHICLE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Driving must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory roads and traffic authority pertaining to light rigid vehicles b. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial light rigid vehicle across a variety of driving contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle includes all light rigid vehicles including trucks and buses greater than 4.5 tonnes or seating more than 12 adults including the driver b. Driving may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot, base or warehouse b.6. while at a client's workplace or work site c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating vehicle controls, instruments and indicators c.7. using defensive driving techniques c.8. managing engine performance d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of vehicle d.2. checking and topping up of fluid levels d.3. checks of tyre pressures d.4. checks of operation of vehicle lights and indicators d.5. checks of brakes e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in vehicle lights e.2. replacement of broken fan belt e.3. replacement of blown fuse e.4. replacement of door mirrors e.5. repairs to rear tail-light lens e.6. changing of tyres e.7. repair of tyre punctures e.8. replacement of broken coolant hose

Range of Variables (continued)

DRIVE LIGHT RIGID VEHICLE

<p>2. Worksite environment (continued)</p>	<p>f. Driving hazards may include (examples only):</p> <ul style="list-style-type: none"> f.1. wet and iced roads f.2. oil on road f.3. animals and objects on road f.4. fire in vehicle f.5. leaking fuel f.6. faulty brakes f.7. parked vehicles on the road f.8. faulty steering mechanism on vehicle f.9. pedestrians crossing the road f.10. flooded sections of road f.11. windy sections of road f.12. foggy conditions <p>g. Factors that can cause traffic delays and diversions may include (examples only):</p> <ul style="list-style-type: none"> g.1. traffic accidents g.2. flooded sections of road g.3. road damage g.4. bridge/tunnel damage g.5. road works g.6. building construction g.7. emergency situations such as bushfires, building fires, etc. g.8. road closures for special events such as marches, parades, etc. g.9. holiday traffic g.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. State/Territory light rigid vehicle driving licence requirements a.2. State/Territory road rules a.3. workplace driving instructions and procedures a.4. vehicle manufacturer's instructions, specifications and recommended driving procedures including preoperational checks of vehicle a.5. emergency procedures a.6. vehicle log book or record book (where required)
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to light rigid vehicles a.2. relevant State/Territory road rules a.3. relevant State/Territory permit regulations and requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

Evidence Guide

DRIVE LIGHT RIGID VEHICLE

1. Critical aspects of evidence to be considered	a. Assessment must confirm appropriate knowledge and skills to: a.1. follow correct light rigid vehicle handling procedures a.2. monitor traffic and road conditions a.3. carry out pre-operational checks a.4. monitor and maintain vehicle performance a.5. follow OHS and environmental protection procedures and regulations a.6. follow emergency procedures when required
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other competency units that form part of a transport worker's job function
3. Required knowledge and skills	a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Light rigid vehicle controls, instruments and indicators and their use d. Light rigid vehicle handling procedures e. Procedures to be followed in the event of a driving emergency f. Engine power management and safe driving strategies g. Efficient driving techniques h. Pre-operational checks carried out on vehicle and related action i. Differences between transmission types j. Fatigue management techniques k. Map reading and road navigation techniques l. Driving hazards and related defensive driving techniques m. Principles of stress management when driving a vehicle n. Factors which may cause traffic delays and diversions and related action that can be taken by a driver o. Workplace driving and operational instructions p. Causes and effects of fatigue on drivers q. Strategies to manage on-road fatigue r. Factors which increase fatigue-related accidents s. Lifestyles which promote the effective long-term management of fatigue t. Ability to read instructions, procedures and signage relevant to the driving of a light rigid vehicle u. Ability to monitor and anticipate traffic hazards and take appropriate action

Evidence Guide (continued)

DRIVE LIGHT RIGID VEHICLE

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to drive a commercial light rigid vehicle equal to or less than 4.5 tonnes GVM and seating up to 12 adults (including the driver and all types of transmission), and/ora.2. drive such a commercial light rigid vehicle in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. driving a light rigid vehiclea.2. monitoring traffic and road conditions and taking appropriate actiona.3. carrying out pre-operational checks and taking appropriate actiona.4. monitoring and maintaining vehicle performancea.5. exercising all required safety, environmental and hazard control precautions and procedures during driving operationsa.6. communicating effectively with others when driving a vehiclea.7. completing required documentationb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to light rigid vehiclesb.2. OHS policies and proceduresb.3. identification of driving hazards and the use of appropriate defensive driving techniquesb.4. workplace procedures and work instructions (including security and housekeeping procedures)b.5. relevant vehicle manufacturer's guidelines related to the driving of the light rigid vehicleb.6. environmental protection procedures when driving a vehicle and carrying out pre-operational checksc. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

Evidence Guide (continued)

DRIVE LIGHT RIGID VEHICLE

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to drive a medium rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance and effective management of hazardous situations. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant State/Territory Road Traffic Authority

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory learner permit or driver licence requirements before driving a medium rigid vehicle on a public road.

ELEMENT	PERFORMANCE CRITERIA
1. Drive the medium rigid vehicle	<ul style="list-style-type: none"> a. The medium rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer's instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage c. Engine operation is maintained within manufacturer's specified torque range and temperature through effective transmission use d. Braking system of medium rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions e. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving f. The medium rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning g. The medium rigid vehicle is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and workplace procedures h. Appropriate procedures are followed in the event of a driving emergency
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none"> a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicle b. Performance and efficiency of vehicle operation is monitored during use c. Defective or irregular performance or malfunctions are reported to the appropriate authority d. Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Range Of Variables

DRIVE MEDIUM RIGID VEHICLE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Driving must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory roads and traffic authority pertaining to medium rigid vehicles b. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial medium rigid vehicle across a variety of driving contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle includes all medium rigid vehicles, for example any 2-axle rigid vehicle, including truck and bus greater than 8 tonnes GVM. b. Driving may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot, base or warehouse b.6. while at a client's workplace or work site c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating vehicle controls, instruments and indicators c.7. using air brakes c.8. using defensive driving techniques c.9. managing engine performance d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of vehicle d.2. checking and topping up of fluid levels d.3. checks of tyre pressures d.4. checks of operation of vehicle lights and indicators d.5. checks of brakes e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in vehicle lights e.2. replacement of broken fan belt e.3. replacement of blown fuse e.4. replacement of door mirrors e.5. repairs to rear tail-light lens e.6. changing of tyres e.7. repair of tyre punctures e.8. replacement of broken coolant hose

Range of Variables (continued)

DRIVE MEDIUM RIGID VEHICLE

<p>2. Worksite environment (continued)</p>	<p>f. Driving hazards may include (examples only):</p> <ul style="list-style-type: none"> f.1. wet and iced roads f.2. oil on road f.3. animals and objects on road f.4. fire in vehicle f.5. leaking fuel f.6. faulty brakes f.7. parked vehicles on the road f.8. faulty steering mechanism on vehicle f.9. pedestrians crossing the road f.10. flooded sections of road f.11. windy sections of road f.12. foggy conditions <p>g. Factors that can cause traffic delays and diversions may include:</p> <ul style="list-style-type: none"> g.1. traffic accidents g.2. flooded sections of road g.3. road damage g.4. bridge/tunnel damage g.5. road works g.6. building construction g.7. emergency situations such as bushfires, building fires, etc. g.8. road closures for special events such as marches, parades, etc. g.9. holiday traffic g.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. State/Territory medium rigid vehicle driving licence requirements a.2. State/Territory road rules a.3. workplace driving instructions and procedures a.4. vehicle manufacturer's instructions, specifications and recommended driving procedures including preoperational checks of vehicle a.5. emergency procedures a.6. vehicle log book or record book (where required)
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to medium rigid vehicles a.2. relevant State/Territory road rules a.3. relevant State/Territory permit regulations and requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

Evidence Guide

DRIVE MEDIUM RIGID VEHICLE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow correct medium rigid vehicle handling procedures a.2. monitor traffic and road conditions a.3. carry out pre-operational checks a.4. monitor and maintain vehicle performance a.5. follow OHS and environmental protection procedures and regulations a.6. follow emergency procedures when required
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other relevant competency units that form part of a transport worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Medium rigid vehicle controls, instruments and indicators and their use d. Medium rigid vehicle handling procedures e. Procedures to be followed in the event of a driving emergency f. Engine power management and safe driving strategies g. Efficient driving techniques h. Pre-operational checks carried out on vehicle and related action i. Differences between transmission types j. Principles of operation of air brakes and procedures for their use k. Fatigue management techniques l. Driving hazards and related defensive driving techniques m. Principles of stress management when driving a vehicle n. Factors which may cause traffic delays and diversions and related action that can be taken by a driver o. Workplace driving and operational instructions p. Causes and effects of fatigue on drivers q. Strategies to manage on-road fatigue r. Factors which increase fatigue-related accidents s. Lifestyles which promote the effective long-term management of fatigue t. Ability to read instructions, procedures and signage relevant to the driving of a medium rigid vehicle u. Map reading and road navigation techniques v. Ability to monitor and anticipate traffic hazards and take appropriate action

Evidence Guide (continued)

DRIVE MEDIUM RIGID VEHICLE

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to drive a commercial medium rigid vehicle equal to or less than 4.5 tonnes GVM and seating up to 12 adults (including the driver and all types of transmission), and/ora.2. drive such a commercial medium rigid vehicle in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. driving a medium rigid vehiclea.2. monitoring traffic and road conditions and taking appropriate actiona.3. carrying out pre-operational checks and taking appropriate actiona.4. monitoring and maintaining vehicle performancea.5. exercising all required safety, environmental and hazard control precautions and procedures during driving operationsa.6. communicating effectively with others when driving a vehiclea.7. completing required documentationb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to medium rigid vehiclesb.2. OHS policies and proceduresb.3. identification of driving hazards and the use of appropriate defensive driving techniquesb.4. workplace procedures and instructions (including security and housekeeping procedures)b.5. relevant vehicle manufacturer's guidelines related to the driving of the vehicleb.6. environmental protection procedures when driving a vehicle and carrying out pre-operational checksc. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

DRIVE MEDIUM RIGID VEHICLE

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to drive a heavy rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, and effective management of hazardous situations. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant State/Territory Road Traffic Authority

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory learner permit or driver licence requirements before driving a heavy rigid vehicle on a public road.

ELEMENT	PERFORMANCE CRITERIA
1. Drive the heavy rigid vehicle	<ul style="list-style-type: none"> a. The heavy rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer's instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage c. Engine operation is maintained within manufacturer's specified torque range and temperature through effective gear selection and smooth transition in gear changes d. Braking system of heavy rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions e. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving f. The heavy rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning. g. The heavy rigid vehicle is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and workplace procedures h. Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements i. Appropriate procedures are followed in the event of a driving emergency
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities

3. **Monitor and maintain vehicle performance**

- a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicle
- b. Performance and efficiency of vehicle operation is monitored during use
- c. Defective or irregular performance or malfunctions are reported to the appropriate authority
- d. Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Range Of Variables

DRIVE HEAVY RIGID VEHICLE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Driving must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory roads and traffic authority pertaining to heavy rigid vehicles b. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial heavy rigid vehicle across a variety of driving contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle includes all heavy rigid vehicles, for example any rigid vehicle with 3 or more axles, including trucks or buses, greater than 8 tonnes GVM. b. Driving may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot, base or warehouse b.6. while at a client's workplace or work site c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating vehicle controls, instruments and indicators c.7. using air brakes c.8. using defensive driving techniques c.9. managing engine performance d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of vehicle d.2. checking and topping up of fluid levels d.3. checks of tyre pressures d.4. checks of operation of vehicle lights and indicators d.5. checks of brakes e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in vehicle lights e.2. replacement of broken fan belt e.3. replacement of blown fuse e.4. replacement of door mirrors e.5. repairs to rear tail-light lens e.6. changing of tyres e.7. repair of tyre punctures e.8. replacement of broken coolant hose

Range of Variables (continued)

DRIVE HEAVY RIGID VEHICLE

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>f. Driving hazards may include (examples only):</p> <ul style="list-style-type: none"> f.1. wet and iced roads f.2. oil on road f.3. animals and objects on road f.4. fire in vehicle f.5. leaking fuel f.6. faulty brakes f.7. parked vehicles on the road f.8. faulty steering mechanism on vehicle f.9. pedestrians crossing the road f.10. flooded sections of road f.11. windy sections of road f.12. foggy conditions f.13. work site hazards including power and service lines, buildings, structures, facilities, underground services, uneven or unstable ground and recently filled trenches, stationary and moving machinery and equipment, hazardous or dangerous materials, noise, light, energy sources, and obstructions <p>g. Factors that can cause traffic delays and diversions may include:</p> <ul style="list-style-type: none"> g.1. traffic accidents g.2. flooded sections of road g.3. road damage g.4. bridge/tunnel damage g.5. road works g.6. building construction g.7. emergency situations such as bushfires, building fires, etc. g.8. road closures for special events such as marches, parades, sporting events, etc. g.9. holiday traffic g.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
3. Sources of information/documents	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. State/Territory heavy rigid vehicle driving licence and permit requirements a.2. State/Territory road rules a.3. workplace driving instructions and procedures a.4. vehicle manufacturer's instructions, specifications and recommended driving procedures including preoperational checks of vehicle a.5. emergency procedures a.6. vehicle log book or record book (where required) a.7. relevant standards and certification requirements a.8. quality assurance procedures

Range of Variables (continued)

DRIVE HEAVY RIGID VEHICLE

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable procedures and codes may include:<ul style="list-style-type: none">a.1. relevant State/Territory roads and traffic authority driving regulations and licence/permit requirements pertaining to heavy rigid vehiclesa.2. relevant State/Territory road rulesa.3. relevant State/Territory permit regulations and requirementsa.4. relevant State/Territory OHS legislationa.5. relevant State/Territory fatigue management regulationsa.6. relevant State/Territory environmental protection legislation

DRIVE HEAVY RIGID VEHICLE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow correct heavy rigid vehicle handling procedures a.2. monitor traffic and road conditions a.3. carry out pre-operational checks a.4. monitor and maintain vehicle performance a.5. follow OHS and environmental protection procedures and regulations a.6. follow emergency procedures when required
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other relevant competency units that form part of a transport worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Heavy rigid vehicle controls, instruments and indicators and their use d. Heavy rigid vehicle handling procedures e. Procedures to be followed in the event of a driving emergency f. Engine power management and safe driving strategies g. Efficient driving techniques h. Pre-operational checks carried out on heavy rigid vehicle and related action i. Differences between transmission types j. Fatigue management techniques k. Principles of operation of air brakes and procedures for their use l. Fatigue management techniques m. Driving hazards and related defensive driving techniques n. Principles of stress management when driving a vehicle o. Factors which may cause traffic delays and diversions and related action that can be taken by a driver p. Workplace driving and operational instructions q. Causes and effects of fatigue on drivers r. Strategies to manage on-road fatigue s. Factors which increase fatigue-related accidents t. Lifestyles which promote the effective long-term management of fatigue u. Ability to read instructions, procedures and signage relevant to the driving of a heavy rigid vehicle v. Map reading and road navigation techniques w. Ability to monitor and anticipate traffic hazards and take appropriate action

Evidence Guide (continued)

DRIVE HEAVY RIGID VEHICLE

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to drive a commercial heavy rigid vehicle equal to or less than 4.5 tonnes GVM and seating up to 12 adults (including the driver and all types of transmission), and/ora.2. drive such a commercial heavy rigid vehicle in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. driving a heavy rigid vehiclea.2. monitoring traffic and road conditions and taking appropriate actiona.3. carrying out pre-operational checks and taking appropriate actiona.4. monitoring and maintaining vehicle performancea.5. exercising all required safety, environmental and hazard control precautions and procedures during driving operationsa.6. communicating effectively with others when driving a heavy rigid vehiclea.7. completing required documentationb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicleb.2. OHS policies and proceduresb.3. identification of driving hazards and the use of appropriate defensive driving techniquesb.4. workplace procedures and instructions (including security and housekeeping procedures)b.5. relevant vehicle manufacturer's guidelines related to the driving of the heavy rigid vehicleb.6. environmental protection procedures when driving a vehicle and carrying out pre-operational checksc. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

Evidence Guide (continued)

DRIVE HEAVY RIGID VEHICLE

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to drive a heavy combination vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, coupling and uncoupling of trailer, and effective management of hazardous situations. Assessment of this unit will usually be undertaken within a licensing examination conducted, by or under the authority of, the relevant State/Territory Road Traffic Authority

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory learner permit or driver licence requirements before driving a heavy combination vehicle on a public road.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Drive the heavy combination vehicle</p>	<ul style="list-style-type: none"> a. The heavy combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer's instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage c. Engine operation is maintained within manufacturer's specified torque range and temperature through effective gear selection and smooth transition in gear changes d. Braking system of heavy combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions e. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving f. The heavy combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning g. The heavy combination vehicle is parked, uncoupled, shut down and secured in accordance with manufacturer's specifications, traffic regulations and workplace procedures h. Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements i. Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations j. Appropriate procedures are followed in the event of a driving emergency
<p>2. Monitor traffic and road conditions</p>	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities

3. Monitor and maintain vehicle performance

- a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicle
- b. Prime mover and trailer are aligned and coupled in accordance with manufacturer's instructions and workplace procedures
- c. Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational
- d. Performance and efficiency of vehicle operation is monitored during use
- e. Defective or irregular performance or malfunctions are reported to the appropriate authority
- f. Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Range Of Variables

DRIVE HEAVY COMBINATION VEHICLE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Driving must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory roads and traffic authority pertaining to heavy combination vehicles b. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial heavy combination vehicle across a variety of driving contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle includes all heavy combination vehicles that may be driven on public and private roads and work sites b. Driving may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot, base or warehouse b.6. while at a client's workplace or work site c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating vehicle controls, instruments and indicators c.7. using air brakes c.8. using defensive driving techniques c.9. managing engine performance d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of vehicle d.2. checking and topping up of fluid levels d.3. checks of tyre pressures d.4. checks of operation of vehicle lights and indicators d.5. checks of brakes d.6. checks of coupling equipment e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in vehicle lights e.2. replacement of broken fan belt e.3. replacement of blown fuse e.4. replacement of door mirrors e.5. repairs to rear tail-light lens e.6. changing of tyres e.7. repair of tyre punctures e.8. replacement of broken coolant hose

Range of Variables (continued)

DRIVE HEAVY COMBINATION VEHICLE

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>f. Driving hazards may include (examples only):</p> <ul style="list-style-type: none"> f.1. wet and iced roads f.2. oil on road f.3. animals and objects on road f.4. fire in vehicle f.5. leaking fuel f.6. faulty brakes f.7. parked vehicles on the road f.8. faulty steering mechanism on vehicle f.9. pedestrians crossing the road f.10. flooded sections of road f.11. windy sections of road f.12. foggy conditions f.13. work site hazards including power and service lines, buildings, structures, facilities, underground services, uneven or unstable ground and recently filled trenches, stationary and moving machinery and equipment, hazardous or dangerous materials, noise, light, energy sources, and obstructions <p>g. Factors that can cause traffic delays and diversions may include (examples only):</p> <ul style="list-style-type: none"> g.1. traffic accidents g.2. flooded sections of road g.3. road damage g.4. bridge/tunnel damage g.5. road works g.6. building construction g.7. emergency situations such as bushfires, building fires, etc. g.8. road closures for special events such as marches, parades, sporting events, etc. g.9. holiday traffic g.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
3. Sources of information/documents	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. State/Territory heavy combination vehicle driving licence/permit requirements a.2. State/Territory road rules a.3. workplace driving instructions and procedures a.4. vehicle manufacturer's instructions, specifications and recommended driving procedures including preoperational checks of vehicle a.5. emergency procedures a.6. vehicle log book or record book (where required)

Range of Variables (continued)

DRIVE HEAVY COMBINATION VEHICLE

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable procedures and codes may include:<ul style="list-style-type: none">a.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to heavy combination vehiclesa.2. relevant State/Territory road rulesa.3. relevant State/Territory permit regulations and requirementsa.4. relevant State/Territory OHS legislationa.5. relevant State/Territory fatigue management regulationsa.6. relevant State/Territory environmental protection legislation

DRIVE HEAVY COMBINATION VEHICLE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow correct heavy combination vehicle handling procedures a.2. monitor traffic and road conditions a.3. carry out pre-operational checks a.4. monitor and maintain vehicle performance a.5. follow OHS and environmental protection procedures and regulations a.6. follow emergency procedures when required
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other relevant competency units that are form of a transport worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Heavy combination vehicle controls, instruments and indicators and their use d. Heavy combination vehicle handling procedures e. Procedures to be followed in the event of a driving emergency f. Engine power management and safe driving strategies g. Efficient driving techniques h. Pre-operational checks carried out on heavy combination vehicle and related action u. Map reading and vehicle and related action i. Differences between transmission types j. Principles of operation of air brakes and procedures for their use k. Fatigue management techniques l. Driving hazards and related defensive driving techniques m. Principles of stress management when driving a vehicle n. Factors which may cause traffic delays and diversions and related action that can be taken by a driver o. Workplace driving and operational instructions p. Causes and effects of fatigue on drivers q. Strategies to manage on-road fatigue r. Factors which increase fatigue-related accidents s. Lifestyles which promote the effective long-term management of fatigue t. Ability to read instructions, procedures and signage relevant to the driving of a heavy combination vehicle u. Map reading and road navigation techniques v. Ability to monitor and anticipate traffic hazards and take appropriate action

DRIVE HEAVY COMBINATION VEHICLE

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to drive a commercial heavy combination vehicle, and/or a.2. drive a commercial heavy combination vehicle in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. driving a heavy combination vehicle a.2. monitoring traffic and road conditions and taking appropriate action a.3. carrying out pre-operational checks and taking appropriate action a.4. monitoring and maintaining vehicle performance a.5. exercising all required safety, environmental and hazard control precautions and procedures during driving operations a.6. communicating effectively with others when driving a heavy combination vehicle a.7. completing required documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to heavy combination vehicles b.2. OHS policies and procedures b.3. identification of driving hazards and the use of appropriate defensive driving techniques b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. relevant vehicle manufacturer's guidelines related to the driving of the heavy combination vehicle b.6. environmental protection procedures when driving a vehicle and carrying out pre-operational checks c. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

DRIVE HEAVY COMBINATION VEHICLE

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to drive a multi-combination vehicle safely, including systematic and efficient control of all vehicle functions, coupling and uncoupling of dollies, monitoring of traffic and road conditions, management of vehicle condition and performance, and effective management of hazardous situations. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant State/Territory Road Traffic Authority

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory learner permit or driver licence requirements before driving a multi-combination vehicle on a public road.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Drive the multi-combination vehicle</p>	<ul style="list-style-type: none"> a. The multi-combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer's instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage c. Braking system of multi-combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions d. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving e. The multi-combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning f. The multi-combination vehicle is parked, shut down, uncoupled and secured according to manufacturer's specifications, traffic regulations and workplace procedures g. Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations h. Appropriate procedures are followed in the event of a driving emergency
<p>2. Monitor traffic and road conditions</p>	<ul style="list-style-type: none"> a. The most efficient and permissible route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities

3. Monitor and maintain vehicle performance

- a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicle
- b. Prime mover, dollies and trailer are aligned and coupled in proper sequence in accordance with manufacturer's instructions and workplace procedures
- c. Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational
- d. Performance and efficiency of vehicle operation is monitored during use
- e. Defective or irregular performance or malfunctions are reported to the appropriate authority
- f. Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Range Of Variables

DRIVE MULTI-COMBINATION VEHICLE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Driving must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory roads and traffic authority pertaining to multi-combination vehicles b. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial multi-combination vehicle across a variety of driving contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle includes all multi-combination vehicles that may be driven on public and private roads and work sites b. Driving may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot, base or warehouse b.6. while at a client's workplace or work site c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating vehicle controls, instruments and indicators c.7. using air brakes c.8. using defensive driving techniques c.9. managing engine performance d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of vehicle d.2. checking and topping up of fluid levels d.3. checks of tyre pressures d.4. checks of operation of vehicle lights and indicators d.5. checks of brakes d.6. checks of coupling equipment e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in vehicle lights e.2. replacement of broken fan belt e.3. replacement of blown fuse e.4. replacement of door mirrors e.5. repairs to rear tail-light lens e.6. changing of tyres e.7. repair of tyre punctures e.8. replacement of broken coolant hose

Range of Variables (continued)

DRIVE MULTI-COMBINATION VEHICLE

<p>2. Worksite environment (continued)</p>	<p>f. Driving hazards may include (examples only):</p> <ul style="list-style-type: none"> f.1. wet and iced roads f.2. oil on road f.3. animals and objects on road f.4. fire in vehicle f.5. leaking fuel f.6. faulty brakes f.7. parked vehicles on the road f.8. faulty steering mechanism on vehicle f.9. pedestrians crossing the road f.10. flooded sections of road f.11. windy sections of road f.12. foggy conditions <p>g. Factors that can cause traffic delays and diversions may include (examples only):</p> <ul style="list-style-type: none"> g.1. traffic accidents g.2. flooded sections of road g.3. road damage g.4. bridge/tunnel damage g.5. road works g.6. building construction g.7. emergency situations such as bushfires, building fires, etc. g.8. road closures for special events such as marches, parades, etc. g.9. holiday traffic g.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. State/Territory multi-combination vehicle driving licence/permit requirements a.2. State/Territory road rules a.3. workplace driving instructions and procedures a.4. vehicle manufacturer's instructions, specifications and recommended driving procedures including preoperational checks of vehicle a.5. emergency procedures a.6. vehicle log book or record book (where required)
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority driving regulations and licence/permit requirements pertaining to multi-combination vehicles a.2. relevant State/Territory road rules a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory fatigue management regulations a.5. relevant State/Territory environmental protection legislation

DRIVE MULTI-COMBINATION VEHICLE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow correct multi-combination vehicle handling procedures a.2. monitor traffic and road conditions a.3. carry out pre-operational checks a.4. monitor and maintain vehicle performance a.5. follow OHS and environmental protection procedures and regulations a.6. follow emergency procedures when required
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other competency units that form part of a transport worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Multi-combination vehicle controls, instruments and indicators and their use d. Multi-combination vehicle handling procedures e. Procedures to be followed in the event of a driving emergency f. Engine power management and safe driving strategies g. Efficient driving techniques h. Pre-operational checks carried out on multi-combination vehicle and related action i. Differences between transmission types j. Principles of operation of air brakes and procedures for their use k. Fatigue management techniques l. Driving hazards and related defensive driving techniques m. Principles of stress management when driving a vehicle n. Factors which may cause traffic delays and diversions and related action that can be taken by a driver o. Workplace driving and operational instructions p. Causes and effects of fatigue on drivers q. Strategies to manage on-road fatigue r. Factors which increase fatigue-related accidents s. Lifestyles which promote the effective long-term management of fatigue t. Ability to read instructions, procedures and signage relevant to the driving of a multi-combination vehicle u. Map reading and road navigation techniques v. Ability to monitor and anticipate traffic hazards and take appropriate action

Evidence Guide (continued)

DRIVE MULTI-COMBINATION VEHICLE

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to drive a commercial multi-combination vehicle, and/ora.2. drive a commercial multi-combination vehicle in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. driving a multi-combination vehiclea.2. monitoring traffic and road conditions and taking appropriate actiona.3. carrying out pre-operational checks and taking appropriate actiona.4. monitoring and maintaining vehicle performancea.5. exercising all required safety, environmental and hazard control precautions and procedures during driving operationsa.6. communicating effectively with others when driving a vehiclea.7. completing required documentationb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicleb.2. OHS policies and proceduresb.3. identification of driving hazards and the use of appropriate defensive driving techniquesb.4. workplace procedures and instructions (including security and housekeeping procedures)b.5. relevant vehicle manufacturer's guidelines related to the driving of the multi-combination vehicleb.6. environmental protection procedures when driving a vehicle and carrying out pre-operational checksc. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

DRIVE MULTI-COMBINATION VEHICLE

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to drive a vehicle carrying a special load safely including compliance with road traffic authority and other relevant government regulations and company policies; and effective management of hazardous situations.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory licence requirements and other relevant regulatory and permit requirements before driving a vehicle carrying a special load on a public road.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Carry out pre-operational checks</p>	<p>a. The pre-operational checks for the special purpose vehicle and its associated ancillary equipment are carried out in accordance with manufacturer's requirements, government regulations and workplace policies and procedures</p> <p>b. All faults and defects identified during checks are repaired or reported in accordance with workplace procedures</p>
<p>2. Drive a vehicle carrying special loads</p>	<p>a. The vehicle is manoeuvred in accordance with the regulations/permit requirements for the class of vehicle involved and the load being carried</p> <p>b. Vehicles carrying explosives or dangerous goods are driven along designated routes in accordance with the relevant codes, relevant government regulations and workplace policies</p> <p>c. The load is transported and the vehicle manoeuvred in accordance with any required precautions relating to unusual/special characteristics of the load and/or relevant government regulations pertaining to the special load including the Australian Dangerous Goods Code and the Australian Explosives Code</p> <p>d. Signs or indicators are fixed to the vehicle if required</p> <p>e. Appropriate procedures are followed for the load concerned in the event of a driving emergency</p>

Range Of Variables

OPERATE VEHICLE CARRYING SPECIAL LOADS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Driving must be carried out in compliance with the licence and permit requirements and regulations of the relevant State/Territory roads and traffic authority as well as the specific regulatory and permit requirements pertaining to the special load being carried b. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle carrying a special load across a variety of driving contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle includes all vehicles designed to carry special loads, for example concrete agitator, livestock transporter, armoured car, tanker, refrigerated vehicle, waste vehicle, fresh produce vehicle, car carrier, container carrier, recovery vehicle, and vehicles carrying explosives or dangerous goods b. Driving may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot, base or warehouse b.6. while at a client's workplace or work site c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating vehicle controls, instruments and indicators c.7. using defensive driving techniques c.8. managing engine performance d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of vehicle d.2. checking and topping up of fluid levels d.3. checks of tyre pressures d.4. checks of operation of vehicle lights and indicators d.5. checks of brakes e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in vehicle lights e.2. replacement of broken fan belt e.3. replacement of blown fuse e.4. replacement of door mirrors e.5. repairs to rear tail-light lens e.6. changing of tyres e.7. repair of tyre punctures e.8. replacement of broken coolant hose

Range of Variables (continued)

OPERATE VEHICLE CARRYING SPECIAL LOADS

<p>2. Worksite environment (continued)</p>	<p>f. Designated routes are those that are determined by permit/regulatory requirements for a specific class of load such as explosives or dangerous goods</p> <p>g. Driving hazards may include (examples only):</p> <ul style="list-style-type: none">g.1. wet and iced roadsg.2. oil on roadg.3. animals and objects on roadg.4. fire in vehicleg.5. leaking fuelg.6. faulty brakesg.7. parked vehicles on the roadg.8. faulty steering mechanism on vehicleg.9. pedestrians crossing the roadg.10. flooded sections of roadg.11. windy sections of roadg.12. foggy conditions <p>h. Factors that can cause traffic delays and diversions may include (examples only):</p> <ul style="list-style-type: none">h.1. traffic accidentsh.2. flooded sections of roadh.3. road damageh.4. bridge/tunnel damageh.5. road worksh.6. building constructionh.7. emergency situations such as bushfires, building fires, etc.h.8. road closures for special events such as marches, parades, etc.h.9. holiday traffich.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none">i.1. company proceduresi.2. enterprise proceduresi.3. organisational proceduresi.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none">a.1. State/Territory driving licence requirementsa.2. State/Territory road rulesa.3. workplace driving instructions and procedures for drivers of vehicles carrying the specific load concerneda.4. vehicle manufacturer's instructions, specifications and recommended driving procedures including preoperational checks of vehiclea.5. procedures/designated routes prescribed by the relevant authority for vehicles carrying the specific loads concerned

Range of Variables (continued)

OPERATE VEHICLE CARRYING SPECIAL LOADS

4. **Applicable regulations and legislation**
 - a. Applicable procedures and codes may include:
 - a.1. relevant State/Territory roads and traffic authority driving regulations and licence/permit requirements pertaining to the class of vehicle
 - a.2. relevant regulations/permit requirements specific to the load being carried
 - a.3. Australian regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods Code and the Australian Explosives Code
 - a.4. relevant State/Territory road rules
 - a.5. relevant State/Territory OHS legislation
 - a.6. relevant State/Territory fatigue management regulations
 - a.7. relevant State/Territory environmental protection legislation

OPERATE VEHICLE CARRYING SPECIAL LOADS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow correct vehicle handling procedures for the vehicle and type of load being carried a.2. monitor traffic and road conditions a.3. operate ancillary equipment required for a vehicle carrying a special load a.4. carry out pre-operational checks a.5. monitor and maintain vehicle performance a.6. follow OHS and environmental protection procedures and regulations a.7. follow emergency procedures when required a.8. follow procedures and take any special precautions prescribed by any regulations/permit requirements pertaining to the special load being carried including placement/checking of labels, markings and placards
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other relevant competency units that form part of a transport worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Where applicable, Australian regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods Code and the Australian Explosives Code c. Relevant OHS and environmental procedures and regulations d. Vehicle controls, instruments and indicators and their use e. Vehicle handling procedures f. Procedures to be followed in the event of a driving emergency g. Engine power management and safe driving strategies h. Efficient driving techniques i. Pre-operational checks carried out on vehicle and related action j. Differences between transmission types k. Fatigue management techniques l. Map reading and road navigation techniques m. Driving hazards and related defensive driving techniques n. Principles of stress management when driving a vehicle o. Factors which may cause traffic delays and diversions and related action that can be taken by a driver p. Workplace driving and operational instructions q. Causes and effects of fatigue on drivers r. Strategies to manage on-road fatigue s. Factors which increase fatigue-related accidents t. Lifestyles which promote the effective long-term management of fatigue u. Ability to read instructions, procedures and signage relevant to the driving of a vehicle

OPERATE VEHICLE CARRYING SPECIAL LOADS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to operate a vehicle carrying a special load, and/or a.2. drive vehicle carrying special loads in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. following correct vehicle handling procedures for the vehicle and type of load being carried a.2. monitoring traffic and road conditions a.3. operating ancillary equipment required for a vehicle carrying a special load a.4. carrying out pre-operational checks a.5. monitoring and maintaining vehicle performance a.6. following OHS and environmental protection procedures and regulations a.7. following emergency procedures when required a.8. following procedures and taking any special precautions prescribed by any regulations/permit requirements pertaining to the special load being carried <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle b.2. Dangerous Goods Code or Explosives Code where applicable b.3. OHS policies and procedures b.4. identification of driving hazards and the use of appropriate defensive driving techniques b.5. workplace procedures and instructions (including security and housekeeping procedures) b.6. relevant vehicle manufacturer's guidelines relating to the driving of the vehicle b.7. environmental protection procedures when driving a vehicle and carrying out pre-operational checks <p>c. Action is taken promptly to report and/or rectify any identified problems with the vehicle or the load in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>

OPERATE VEHICLE CARRYING SPECIAL LOADS

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to drive a passenger coach/bus safely including systematic and efficient control of all coach/bus functions; monitoring of traffic and road conditions; management of coach/bus condition and performance; and effective management of hazardous situations. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant State/Territory Road Traffic Authority

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory learner permit or driver licence requirements before driving a coach or bus on a public road.

ELEMENT	PERFORMANCE CRITERIA
1. Drive the coach	<ul style="list-style-type: none"> a. The coach/bus is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer's instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage c. Engine operation is maintained within manufacturer's specified torque range and temperature through effective transmission use d. Braking system of coach/bus is managed and operated to ensure effective control of the coach/bus under all conditions e. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving f. The coach/bus is driven in reverse, maintaining visibility and achieving accurate positioning g. The coach/bus is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and workplace procedures h. Appropriate procedures are followed in the event of a driving emergency
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain coach/bus performance	<ul style="list-style-type: none"> a. Coach/bus performance is maintained through pre-operational inspections and checks of the coach/bus and ancillary equipment b. Performance and efficiency of coach/bus operation is monitored during use c. Defective or irregular performance or malfunctions are repaired or reported to the appropriate authority d. Coach/bus records are maintained/updated and information is processed in accordance with workplace procedures

Range Of Variables

DRIVE COACH/BUS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Driving must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory roads and traffic authority pertaining to the driving of a commercial coach/bus b. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial coach /bus across a variety of driving contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle includes all coaches and buses relevant to specific licence classifications b. Driving may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot, base or warehouse b.6. while at a client's workplace or work site c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating vehicle controls, instruments and indicators c.7. operating door opening and closing equipment c.8. using defensive driving techniques c.9. managing engine performance d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of vehicle d.2. checking and topping up of fluid levels d.3. checks of tyre pressures d.4. checks of operation of vehicle lights and indicators d.5. checks of brakes e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in vehicle lights e.2. replacement of broken fan belt e.3. replacement of blown fuse e.4. replacement of door mirrors e.5. repairs to rear tail-light lens e.6. changing of tyres e.7. repair of tyre punctures e.8. replacement of broken coolant hose

Range of Variables (continued)

DRIVE COACH/BUS

<p>2. Worksite environment (continued)</p>	<p>f. Driving hazards may include (examples only):</p> <ul style="list-style-type: none"> f.1. wet and iced roads f.2. oil on road f.3. animals and objects on road f.4. fire in vehicle f.5. leaking fuel f.6. faulty brakes f.7. parked vehicles on the road f.8. faulty steering mechanism on vehicle f.9. pedestrians crossing the road f.10. flooded sections of road f.11. windy sections of road f.12. foggy conditions <p>g. Factors that can cause traffic delays and diversions may include (examples only):</p> <ul style="list-style-type: none"> g.1. traffic accidents g.2. flooded sections of road g.3. road damage g.4. bridge/tunnel damage g.5. road works g.6. building construction g.7. emergency situations such as bushfires, building fires, etc. g.8. road closures for special events such as marches, parades, sporting events, etc. g.9. holiday traffic g.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. State/Territory coach/bus driving licence requirements a.2. State/Territory road rules a.3. workplace driving instructions and procedures a.4. coach/bus manufacturer's instructions, specifications and recommended driving procedures including pre-operational checks of coach/bus a.5. emergency procedures a.6. vehicle log book or record book (where required)
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to coaches/buses a.2. relevant State/Territory road rules a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

Evidence Guide

DRIVE COACH/BUS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow correct coach/bus handling procedures a.2. monitor traffic and road conditions a.3. carry out pre-operational checks a.4. monitor and maintain vehicle performance a.5. follow OHS and environmental protection procedures and regulations a.6. follow emergency procedures when required
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other relevant competency units that form part of a bus/coach driver's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Coach/bus controls, instruments and indicators and their use d. Coach/bus handling procedures e. Procedures to be followed in the event of a driving emergency f. Engine power management and safe driving strategies g. Efficient driving techniques h. Pre-operational checks carried out on coaches/buses and related action i. Differences between transmission types j. Fatigue management techniques k. Map reading and road navigation techniques l. Driving hazards and related defensive driving techniques m. Principles of stress management when driving a vehicle n. Factors which may cause traffic delays and diversions and related action that can be taken by a driver o. Workplace driving and operational instructions p. Causes and effects of fatigue on drivers q. Strategies to manage on-road fatigue r. Factors which increase fatigue-related accidents s. Lifestyles which promote the effective long-term management of fatigue t. Ability to read instructions, procedures and signage relevant to the driving of a coach/bus
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to drive a commercial coach/bus, and/or a.2. drive a commercial coach/bus in an appropriate range of operational situations

Evidence Guide (continued)

DRIVE COACH/BUS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. driving a coach/bus a.2. monitoring traffic and road conditions and taking appropriate action a.3. carrying out pre-operational checks and taking appropriate action a.4. monitoring and maintaining coach/bus performance a.5. exercising all required safety, environmental and hazard control precautions and procedures during driving operations a.6. communicating effectively with others when driving a coach/bus a.7. completing required documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to the coaches and buses b.2. OHS policies and procedures b.3. identification of driving hazards and the use of appropriate defensive driving techniques b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. relevant coach/bus manufacturer's guidelines related to the driving of the coach/bus b.6. environmental protection procedures when driving a coach/bus and carrying out pre-operational checks <p>c. Action is taken promptly to report and/or rectify any identified coach/bus faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to drive a taxicab safely including systematic and efficient control of all taxi functions, monitoring of traffic and road conditions, management of taxi condition, and performance and effective management of hazardous situations. Assessment of this unit will usually be undertaken within a taxi driver licensing examination conducted by, or under the authority of, the relevant State/Territory Authority

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory taxi driver licence requirements before driving a taxi on a public road.

ELEMENT	PERFORMANCE CRITERIA
1. Drive the taxi	<ul style="list-style-type: none"> a. The taxi is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer's instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage c. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving d. The taxi is driven in reverse, maintaining visibility and achieving accurate positioning e. The taxi is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and workplace procedures f. Taximeter is used in accordance with government regulations and workplace policy g. Appropriate procedures are followed in the event of a driving emergency
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none"> a. Taxi performance is maintained through pre-operational inspections and checks of the vehicle b. Taxi is maintained in accordance with State/Territory licensing regulations and workplace standards c. Performance and efficiency of taxi operation is monitored during use d. Defective or irregular performance or malfunctions are repaired or reported to the appropriate authority in accordance with workplace procedures e. Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Range Of Variables

DRIVE TAXICAB

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Driving must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory roads and traffic authority pertaining to a commercial taxicab b. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a taxicab across a variety of driving contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle includes all taxicabs relevant to specific licence classifications b. Driving may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot or base b.6. while at a customer's workplace or work site c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating vehicle controls, instruments and indicators c.7. using defensive driving techniques c.8. managing engine performance d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of vehicle d.2. checking and topping up of fluid levels d.3. checks of tyre pressures d.4. checks of operation of vehicle lights and indicators d.5. checks of brakes e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in vehicle lights e.2. replacement of broken fan belt e.3. replacement of blown fuse e.4. replacement of door mirrors e.5. repairs to rear tail-light lens e.6. changing of tyres e.7. repair of tyre punctures e.8. replacement of broken coolant hose

Range of Variables (continued)

DRIVE TAXICAB

<p>2. Worksite environment (continued)</p>	<p>f. Driving hazards may include (examples only):</p> <ul style="list-style-type: none"> f.1. wet and iced roads f.2. oil on road f.3. animals and objects on road f.4. fire in vehicle f.5. leaking fuel f.6. faulty brakes f.7. parked vehicles on the road f.8. faulty steering mechanism on vehicle f.9. pedestrians crossing the road f.10. flooded sections of road f.11. windy sections of road f.12. foggy conditions <p>g. Factors that can cause traffic delays and diversions may include (examples only):</p> <ul style="list-style-type: none"> g.1. traffic accidents g.2. flooded sections of road g.3. road damage g.4. bridge/tunnel damage g.5. road works g.6. building construction g.7. emergency situations such as bushfires, building fires, etc. g.8. road closures for special events such as marches, parades, etc. g.9. holiday traffic g.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. State/Territory taxicab driving licence/regulatory requirements a.2. State/Territory road rules a.3. workplace driving instructions and procedures a.4. vehicle manufacturer's instructions, specifications and recommended driving procedures including preoperational checks of vehicle a.5. emergency procedures a.6. vehicle log book or record book (where required)
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to taxicabs a.2. relevant State/Territory road rules a.3. relevant State/Territory taxicab control regulations and requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

Evidence Guide

DRIVE TAXICAB

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow correct taxicab handling procedures a.2. monitor traffic and road conditions a.3. carry out pre-operational checks a.4. monitor and maintain vehicle performance a.5. follow OHS and environmental protection procedures and regulations a.6. follow emergency procedures when required
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other competency units that form part of a taxicab driver's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic/taxicab control authority b. Relevant OHS and environmental procedures and regulations c. Taxicab controls, instruments and indicators and their use d. Taxicab handling procedures e. Procedures to be followed in the event of a driving emergency f. Engine power management and safe driving strategies g. Efficient driving techniques h. Pre-operational checks carried out on vehicle and related action i. Differences between transmission types j. Fatigue management techniques k. Map reading and road navigation techniques l. Driving hazards and related defensive driving techniques m. Principles of stress management when driving a vehicle n. Factors which may cause traffic delays and diversions and related action that can be taken by a driver o. Workplace driving and operational instructions p. Causes and effects of fatigue on drivers q. Strategies to manage on-road fatigue r. Factors which increase fatigue-related accidents s. Lifestyles which promote the effective long-term management of fatigue t. Ability to read instructions, procedures and signage relevant to the driving of a taxicab
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to drive a commercial taxicab, and/or a.2. drive a commercial taxicab in an appropriate range of operational situations

Evidence Guide (continued)

DRIVE TAXICAB

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. driving a taxicab a.2. monitoring traffic and road conditions and taking appropriate action a.3. carrying out pre-operational checks and taking appropriate action a.4. monitoring and maintaining taxicab performance a.5. exercising all required safety, environmental and hazard control precautions and procedures during driving operations a.6. communicating effectively with others when driving a taxicab a.7. completing required documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to taxicabs b.2. OHS policies and procedures b.3. identification of driving hazards and the use of appropriate defensive driving techniques b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. relevant manufacturer's guidelines related to the driving of the taxicab b.6. environmental protection procedures when driving a taxicab and carrying out pre-operational checks <p>c. Action is taken promptly to report and/or rectify any identified taxicab faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory roads and traffic/taxicab control authority</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to undertake pilot escort activities in the movement of oversized and/or overmass loads including preparing for pilot/escort operation, carrying out communications regarding pilot or escort operation, and fulfilling all functions related to the piloting and escorting of vehicles carrying oversize and overmass loads

Persons achieving competence in this unit will need to fulfil the requirements of the relevant State/Territory roads and traffic authorities related to the piloting/escorting of oversize and overmass loads.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Prepare for pilot or escort operation</p>	<ul style="list-style-type: none"> a. Maintenance needs of pilot and/or escort vehicles and associated equipment are identified according to maintenance schedule or reports of faults b. Pilot and/or escort vehicles and associated equipment are prepared for operation to manufacturer's specifications, workplace procedures and government regulations c. Minor maintenance on vehicles is carried out in accordance with workplace policies and to manufacturer's specifications d. Post-maintenance inspections and tests of pilot and/or escort vehicles and associated equipment are completed e. The outcomes of inspections, identified faults and repairs are recorded in accordance with workplace procedures
<p>2. Carry out communications regarding pilot or escort operation</p>	<ul style="list-style-type: none"> a. Transport companies whose vehicles are scheduled for escort are consulted to confirm requirements for escort operation b. The escort permit is verified for completeness and accuracy and convoy is checked to ensure compliance with the permit in accordance with government rules and regulations and government policy c. The permit holder is advised of the results of the check d. Convoy is briefed and given instructions and directions on the escort operation
<p>3. Conduct pilot and/or escort operation</p>	<ul style="list-style-type: none"> a. Required vehicle positioning, traffic warning and directional signaling procedures are implemented to enable safe passage of the load b. Safety equipment is operated and roadside obstacles positioned to ensure safe passage of the load in accordance with government rules and regulations and workplace procedures c. Precautions are taken to ensure that convoy personnel are aware of road and other conditions that may impact on load and vehicle security d. All required liaison with relevant authorities is undertaken e. Documentation is completed in accordance with government rules and regulations and workplace procedures

Range Of Variables

PILOT OR ESCORT OVERSIZED AND/OR OVERMASSED LOADS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory roads and traffic authority pertaining to the piloting and escorting of oversize and overmass loads b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to pilot or escort an oversize or overmass vehicle in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations include all pilot and escort vehicle operations b. Pilot and escort operations may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating vehicle controls, instruments and indicators c.7. using defensive driving techniques c.8. managing engine performance d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of vehicle d.2. checking and topping up of fluid levels d.3. checks of tyre pressures d.4. checks of operation of vehicle lights and indicators including warning indicators d.5. checks of brakes e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in vehicle lights e.2. replacement of broken fan belt e.3. replacement of blown fuse e.4. replacement of door mirrors e.5. repairs to rear tail-light lens e.6. changing of tyres e.7. repair of tyre punctures e.8. replacement of broken coolant hose

Range of Variables (continued)

PILOT OR ESCORT OVERSIZED AND/OR OVERMASSSED LOADS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Driving hazards may include (examples only):</p> <ul style="list-style-type: none"> f.1. wet and iced roads f.2. oil on road f.3. animals and objects on road f.4. fire in vehicle f.5. leaking fuel f.6. faulty brakes f.7. parked vehicles on the road f.8. faulty steering mechanism on vehicle f.9. pedestrians crossing the road f.10. flooded sections of road f.11. windy sections of road f.12. foggy conditions <p>g. Factors that can cause traffic delays and diversions may include (examples only):</p> <ul style="list-style-type: none"> g.1. traffic accidents g.2. flooded sections of road g.3. road damage g.4. bridge/tunnel damage g.5. road works g.6. building construction g.7. emergency situations such as bushfires, building fires, etc. g.8. road closures for special events such as marches, parades, etc. g.9. holiday traffic g.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. State/Territory pilot/escort permit/regulatory requirements a.2. State/Territory road rules a.3. workplace driving instructions and procedures a.4. vehicle manufacturer's instructions, specifications and recommended driving procedures including preoperational checks of vehicle a.5. emergency procedures a.6. vehicle log book or record book (where required)

Range of Variables (continued)

PILOT OR ESCORT OVERSIZED AND/OR OVERMASSED LOADS

4. **Applicable regulations and legislation**
 - a. Applicable procedures and codes may include:
 - a.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to piloting and escort functions
 - a.2. relevant State/Territory road rules
 - a.3. relevant State/Territory oversize and overmass permit regulations and requirements
 - a.4. relevant State/Territory OHS legislation
 - a.5. relevant State/Territory fatigue management regulations
 - a.6. relevant State/Territory environmental protection legislation

PILOT OR ESCORT OVERSIZED AND/OR OVERMASSSED LOADS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare for pilot or escort operation a.2. carry out communications required in pilot or escort operations a.3. conduct pilot and/or escort operation a.4. follow correct vehicle handling procedures a.5. monitor traffic and road conditions a.6. carry out pre-operational checks a.7. monitor and maintain vehicle performance a.8. follow OHS and environmental protection procedures and regulations a.9. follow emergency procedures when required
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other relevant competency units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant road rules, regulations, permit and licence requirements of the relevant State/Territory roads and traffic authority pertaining to the piloting and escorting of oversize and overmass loads b. Relevant OHS and environmental procedures and regulations c. Vehicle controls, instruments and indicators and their use d. Vehicle handling procedures e. Procedures to be followed in the event of a driving/piloting/escort emergency f. Engine power management and safe driving strategies g. Efficient driving techniques h. Pre-operational checks carried out on vehicle and related action i. Differences between transmission types j. Fatigue management techniques k. Map reading and road navigation techniques l. Driving hazards and related defensive driving techniques m. Principles of stress management when carrying out pilot/escort functions n. Factors which may cause traffic delays and diversions and related action that can be taken by a driver o. Workplace driving and operational instructions p. Causes and effects of fatigue on drivers q. Strategies to manage on-road fatigue r. Factors which increase fatigue-related accidents s. Lifestyles which promote the effective long-term management of fatigue t. Ability to read instructions, procedures and signage relevant to piloting and escort operations u. Ability to operate and deploy piloting/escorting equipment v. Documentation requirements for piloting and escorting oversize/overmass loads

PILOT OR ESCORT OVERSIZED AND/OR OVERMASSSED LOADS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out piloting/escort operations, and/or a.2. pilot and escort oversize and overmass loads in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. preparing for pilot or escort operation a.2. carrying out communications required in pilot or escort operations a.3. conducting pilot and/or escort operation a.4. following correct vehicle handling procedures a.5. monitoring traffic and road conditions and taking appropriate action a.6. carrying out pre-operational checks and taking appropriate action a.7. monitoring and maintaining vehicle performance a.8. exercising all required safety, environmental and hazard control precautions and procedures during driving operations a.9. completing required documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant State/Territory roads and traffic authority regulations and licence requirements pertaining to the piloting and escorting of oversize and overmass loads b.2. OHS policies and procedures b.3. identification of operational hazards and the use of appropriate hazard control techniques b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. relevant vehicle manufacturer's guidelines b.6. environmental protection procedures when driving a vehicle and carrying out pre-operational checks c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail and without injury to self or others or damage to equipment

Evidence Guide (continued)

PILOT OR ESCORT OVERSIZED AND/OR OVERMASSED LOADS

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to operate vehicles used for the transport of people with disabilities including pre-operational checks of the vehicle and its ancillary equipment; assistance to passengers in the use of restraints and ancillary equipment; provision of appropriate support to passengers during their journey; and manoeuvring the vehicle with due consideration of the passenger's disability and the requirements of relevant government regulations.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Carry out pre-operational checks on vehicles</p>	<p>a. The pre-operational checks for the vehicle and its associated ancillary equipment are carried out in accordance with manufacturer's requirements, government regulations and workplace policies and procedures</p> <p>b. All faults and defects identified during checks are repaired or reported in accordance with workplace procedures</p>
<p>2. Drive a vehicle used by passengers with disabilities</p>	<p>a. Passengers are assisted in a courteous manner, sensitive to the disability</p> <p>b. Passengers are assisted to use restraints, and the ancillary equipment which accompanies them, where appropriate</p> <p>c. Ongoing support is provided to the passenger to maximise their travelling comfort</p> <p>d. Ancillary equipment is stowed safely in vehicle following relevant regulations, where appropriate</p> <p>e. The vehicle is manoeuvred in accordance with the regulations for the class of vehicle involved</p> <p>f. The vehicle is manoeuvred with due consideration to any required precautions related to the disability of the passengers or relevant government regulations pertaining to the special load</p> <p>g. Signs or indicators are fixed to the vehicle if required</p>

Range Of Variables

TRANSPORT PASSENGERS WITH DISABILITIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Transporting of passengers with disabilities must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory roads and traffic authority b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle conveying persons with disabilities across a variety of driving contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle includes cars and vehicles designed to transport passengers with disabilities b. Transporting of passengers may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot, base or warehouse b.6. while at a client's workplace or work site c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating the controls, instruments and indicators of the vehicle and ancillary equipment c.7. using defensive driving techniques c.8. managing engine performance d. Driving hazards may include (examples only): <ul style="list-style-type: none"> d.1. wet and iced roads d.2. oil on road d.3. animals and objects on road d.4. fire in vehicle d.5. leaking fuel d.6. faulty brakes d.7. parked vehicles on the road d.8. faulty steering mechanism on vehicle d.9. pedestrians crossing the road d.10. flooded sections of road d.11. windy sections of road d.12. foggy conditions

Range of Variables (continued)

TRANSPORT PASSENGERS WITH DISABILITIES

<p>2. Worksite environment (continued)</p>	<p>e. Pre-operational checks may include:</p> <ul style="list-style-type: none">e.1. visual check of vehicle and ancillary equipmente.2. checking and topping up of fluid levelse.3. checks of tyre pressurese.4. checks of operation of vehicle lights and indicatorse.5. checks of brakes <p>f. Minor routine repairs may include:</p> <ul style="list-style-type: none">f.1. replacement of blown globes in vehicle lightsf.2. replacement of broken fan beltf.3. replacement of blown fusef.4. replacement of door mirrorsf.5. repairs to rear tail-light lensf.6. changing of tyresf.7. repair of tyre puncturesf.8. replacement of broken coolant hose <p>g. Factors that can cause traffic delays and diversions may include (examples only):</p> <ul style="list-style-type: none">g.1. traffic accidentsg.2. flooded sections of roadg.3. road damageg.4. bridge/tunnel damageg.5. road worksg.6. building constructiong.7. emergency situations such as bushfires, building fires, etc.g.8. road closures for special events such as marches, parades, sporting events, etc.g.9. holiday trafficg.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none">h.1. company proceduresh.2. enterprise proceduresh.3. organisational proceduresh.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none">a.1. State/Territory driving licence requirementsa.2. State/Territory road rulesa.3. workplace instructions and procedures for the transport of passengers with disabilitiesa.4. manufacturer's instructions, specifications and recommended operating procedures for both vehicle and ancillary equipment, including pre-operational checksa.5. emergency proceduresa.6. vehicle log book or record book (where required)

TRANSPORT PASSENGERS WITH DISABILITIES

4. Applicable regulations and legislation
 - a. Applicable procedures and codes may include:
 - a.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle
 - a.2. relevant State/Territory road rules
 - a.3. relevant State/Territory OHS legislation
 - a.4. relevant anti-discrimination legislation
 - a.5. relevant State/Territory environmental protection legislation

TRANSPORT PASSENGERS WITH DISABILITIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow handling procedures for vehicles used by passengers with disabilities a.2. carry out pre-operational checks on vehicles used by passengers with disabilities a.3. monitor and maintain vehicle performance a.4. appropriately assist passengers with disabilities a.5. follow OHS and environmental protection procedures and regulations a.6. follow emergency procedures when required
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a transport driver's job role</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Relevant anti-discrimination legislation d. Duty of care responsibilities when driving vehicles used by passengers with disabilities e. Vehicle and ancillary equipment controls, instruments and indicators and their use f. Vehicle handling procedures and operating ancillary equipment g. Techniques for driving vehicles used by passengers with disabilities h. Pre-operational checks carried out on vehicle and ancillary equipment and related action i. Driving hazards and related defensive driving techniques j. Factors which may cause traffic delays and diversions and related action that can be taken by a driver k. Workplace driving and operational instructions l. Ability to read instructions, procedures and signage relevant to the driving of a vehicle used by persons with disabilities m. Ability to interact with passengers with disabilities
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to drive a vehicle used by persons with disabilities, and/or a.2. drive a vehicle used by persons with disabilities in an appropriate range of operational situations

TRANSPORT PASSENGERS WITH DISABILITIES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. driving a vehicle used by passengers with disabilities a.2. monitoring traffic and road conditions and taking appropriate action a.3. carrying out pre-operational checks and taking appropriate action a.4. monitoring and maintaining vehicle performance a.5. exercising all required safety, environmental and hazard control precautions and procedures during driving operations a.6. communicating effectively with others when driving a vehicle a.7. completing required documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle b.2. OHS policies and procedures b.3. identification of driving hazards and the use of appropriate defensive driving techniques b.4. workplace procedures and instructions b.5. relevant vehicle manufacturer's guidelines related to the vehicle and related special equipment b.6. environmental protection procedures when driving a vehicle and carrying out pre-operational checks <p>c. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to ride a courier/delivery motorcycle while safely carrying loads. This includes pre-operational checks of the motorcycle, the systematic, safe and efficient control of all functions, and effective management of hazardous situations.

Persons achieving competence in this unit will need to fulfil the requirements of the relevant State/Territory roads and traffic authorities related to the riding of motorcycles.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Ride the courier motorcycle</p>	<ul style="list-style-type: none"> a. Motorcycle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations, manufacturer's instructions and workplace policy b. Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage c. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving d. The motorcycle is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and workplace procedures e. Motorcycles carrying dangerous goods are driven along designated routes in accordance with the AE or ADG codes, relevant government regulations and workplace policies f. Load is checked to confirm compliance with the load limit of the motorcycle g. The load is secured, transported and the motorcycle manoeuvred with due consideration to any required precautions related to characteristics of the load and/or relevant government regulations pertaining to special loads h. Any required signs or indicators are fixed to the motorcycle i. Personal protection equipment and clothing is identified, worn and adjusted to meet legislative, regulatory or policy requirements
<p>2. Monitor traffic and road conditions</p>	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities

3. Monitor and maintain motorcycle performance

- a. Motorcycle performance is maintained through pre-operational inspections and checks of the motorcycle
- b. Performance and efficiency of motorcycle operation is monitored during use
- c. Defective or irregular performance or malfunctions are reported to the appropriate authority
- d. Motorcycle records are maintained/updated and information is processed in accordance with workplace procedures

Range Of Variables

RIDE COURIER/DELIVERY MOTORCYCLE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations/permit requirements of the relevant State/Territory roads and traffic authority pertaining to the riding of a motorcycle on public roads b. Work is generally performed with indirect supervision, with limited accountability and responsibility for self in achieving the prescribed outcomes c. Driving involves the application of routine procedures to pick up and deliver products, documents and materials from and to customers across a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> a.1. operations conducted day or night a.2. typical weather conditions a.3. on the open road a.4. on a private road a.5. while at a depot or base a.6. while at a customer's workplace or premises b. Customers may be internal or external c. Motorcycle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a motorcycle c.2. steering and manoeuvring a motorcycle c.3. accelerating and braking c.4. stopping and parking c.5. using defensive riding techniques d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of motorcycle for operational capability d.2. checking and topping up fluid levels d.3. checks of tyre pressures d.4. checks of operation of lights d.5. checks of gearing, steering and brakes d.6. check of seat adjustment e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in motorcycle lights e.2. changing of tyres e.3. repair of tyre punctures f. Hazards may include: <ul style="list-style-type: none"> f.1. vehicular traffic and pedestrians f.2. uneven ground, steps, road surfaces f.3. dust and vapours f.4. hazardous or dangerous materials f.5. humidity, air temperature and radiant heat f.6. light including UV f.7. noise f.8. wet and iced roads f.9. oil on road f.10. animals and objects on road

Range of Variables (continued)

RIDE COURIER/DELIVERY MOTORCYCLE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Personal protective equipment may include:</p> <ul style="list-style-type: none"> g.1. helmet g.2. sunglasses g.3. sun cream <p>h. Hazardous or dangerous goods may include:</p> <ul style="list-style-type: none"> h.1. medical samples or supplies h.2. explosives h.3. acids, alkalines or solvents <p>i. Consultative processes may involve:</p> <ul style="list-style-type: none"> i.1. customers i.2. other employees and supervisors i.3. management i.4. union representatives i.5. industrial relations, Occupational Health and Safety specialists i.6. other professional or technical staff i.7. local government authorities <p>j. Factors that can cause traffic delays and diversions may include:</p> <ul style="list-style-type: none"> j.1. traffic accidents j.2. flooded sections of road j.3. road damage j.4. bridge/tunnel damage j.5. road works j.6. building construction j.8. road closures for special events such as marches, sporting events, etc. j.9. holiday traffic j.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures

Range of Variables (continued)

RIDE COURIER/DELIVERY MOTORCYCLE

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information and documentation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory licence requirements relevant to courier motorcyclists a.2. State/Territory road rules a.3. workplace instructions and procedures for courier motorcyclists including emergency procedures a.4. motorcycle manufacturer's instructions, specifications and recommended riding and servicing procedures including preoperational checks of motorcycle a.5. operations manuals including quality assurance procedures a.6. induction documentation a.7. competency standards and training materials a.8. HAZCHEM codes and dangerous/hazardous goods codes and procedures a.9. supplier and/or client instructions a.10. material safety data sheets a.11. communications technology equipment, oral, aural or signed communications a.12. conditions of service, legislation and industrial agreements a.13. OHS procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority regulations and licence requirements pertaining to the courier motorcyclists a.2. relevant State/Territory road rules a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation a.7. applicable dangerous/hazardous goods codes and legislation

RIDE COURIER/DELIVERY MOTORCYCLE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. operate the motorcycle a.2. select appropriate means to secure loads within requirements for safe handling of goods and motorcycle a.3. communicate effectively in writing a.4. respond appropriately to telephone and verbal inquiries a.5. identify hazards associated with the goods to be transported a.6. identify required permits a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information a.9. carry out routine servicing of motorcycle a.10. maintain workplace records and documentation a.11. identify and safely handle equipment and goods a.12. apply hierarchy of control a.13. use where necessary safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Motorcycle handling procedures d. Workplace operational instructions e. Procedures to be followed in the event of an emergency f. Pre-operational checks carried out on motorcycle and related action g. Map reading and road navigation techniques h. Motorcycling hazards and related defensive riding techniques i. Factors which may cause traffic delays and diversions and related action that can be taken by a courier motorcyclist j. Requirements of courier work systems/operations and relevant equipment k. Procedures and policies concerning the identification, acceptance and carrying of dangerous/hazardous goods l. Ability to read instructions, procedures and signage relevant to the riding of a motorcycle m. Ability to identify and correctly use of equipment, processes and procedures n. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to ride a courier/delivery motorcycle, and/or a.2. ride a courier/delivery motorcycle in an appropriate range of operational situations

RIDE COURIER/DELIVERY MOTORCYCLE

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. operating a motorcycle a.2. selecting appropriate means to secure loads within requirements for safe handling of goods and motorcycle a.5. identifying hazards associated with the goods to be transported a.6. identifying required permits a.7. using appropriate communication strategies and equipment a.8. locating, interpreting and applying relevant information a.9. maintaining workplace records and documentation a.10. carrying out routine servicing of motorcycle a.11. identifying and handling equipment and goods a.12. applying hierarchy of control a.13. using safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory roads and traffic authority driving regulations and licence/permit requirements b.2. OHS policies and procedures b.3. identification of riding hazards and the use of appropriate defensive riding techniques b.4. workplace procedures and instructions (including procedures for security, housekeeping and the carriage of dangerous/hazardous goods) b.5. relevant manufacturer's guidelines related to the motorcycle b.6. environmental protection procedures when driving a motorcycle and carrying out pre-operational checks <p>c. Action is taken promptly to report and/or rectify any identified motorcycle faults or malfunctions in accordance with manufacturer's instructions, roads and traffic authority requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to ride a courier/delivery bicycle while safely carrying loads. This includes pre-operational checks of the bicycle, the systematic, safe and efficient control of all functions, and effective management of hazardous situations.

Persons achieving competence in this unit will need to fulfil the requirements of the relevant State/Territory roads and traffic authorities related to the riding of bicycles.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Inspect bicycle for operational capability</p>	<ul style="list-style-type: none"> a. Work area is checked to ensure that operational checks of bicycle may be conducted safely b. The bicycle is checked prior to operation in accordance with manufacturer's safety checks, specifications and workplace procedures to ensure it is free from damage that may limit operational capability c. Component operation is tested in accordance with manufacturer's specifications and workplace procedures d. Warning systems are all checked for operational effectiveness e. Air pressure and lubrication are checked against specifications f. Where required, appropriate products are used to maintain specified levels g. Faults are identified and assessments made of their potential effect on the operation of the bicycle for the required work operations, and are reported to the appropriate personnel for rectification h. Personal protection equipment and clothing is identified, worn and adjusted to meet recommended Australian Standards, legislative, regulatory or policy requirements
<p>2. Ride the bicycle</p>	<ul style="list-style-type: none"> a. Road area is checked for hazards prior to and during journey(s) b. Bicycle is steered, manoeuvred, positioned and stopped in accordance with traffic regulations, manufacturer's instructions and workplace policy c. Gears are managed to ensure efficiency and performance and to minimise gear damage and fatigue d. Hazards are identified and/or anticipated and avoided or controlled through defensive riding e. The bicycle is parked and secured in accordance with manufacturer's specifications, traffic regulations and workplace procedures f. The bicycle is securely loaded and manoeuvred with due consideration to any required precautions related to characteristics of the load and/or relevant government regulations pertaining to special loads g. Any required signs or indicators are fixed to the bicycle

<p>3. Monitor traffic and road conditions</p>	<p>a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations</p> <p>b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities</p>
<p>4. Monitor and maintain bicycle performance</p>	<p>a. Performance of bicycle operation is monitored during use</p> <p>b. Defective or irregular performance or malfunctions are reported to the appropriate authority</p> <p>c. Records are maintained/updated and information is processed in accordance with workplace procedures</p> <p>d. Clear reference in any reports is made to any items which may affect the future efficient use and/or safety of the equipment</p>

Range Of Variables

RIDE COURIER/DELIVERY BICYCLE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations/permit requirements of the relevant State/Territory roads and traffic authority pertaining to the riding of bicycle on public roads b. Work is generally performed with indirect supervision, with limited accountability and responsibility for self in achieving the prescribed outcomes c. Driving involves the application of routine procedures to pick up and deliver products, documents and materials from and to customers across a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot or base b.6. while at a customer's workplace or premises b. Customers may be internal or external c. Bicycle handling procedures may include: <ul style="list-style-type: none"> c.1. steering and manoeuvring a bicycle c.2. accelerating and braking c.3. parking c.4. using defensive riding techniques d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of bicycle for operational capability d.2. checks of tyre pressures d.3. checks of operation of lights d.4. checks of gearing, steering and brakes d.5. check of seat adjustment e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in bicycle lights e.2. changing tyres e.3. repairing tyre punctures f. Hazards may include: <ul style="list-style-type: none"> f.1. vehicular traffic and pedestrians f.2. uneven ground, steps, road surfaces f.3. dust and vapours f.4. hazardous or dangerous materials f.5. humidity, air temperature and radiant heat f.6. light including UV f.7. noise f.8. wet and iced roads f.9. oil on road f.10. animals and objects on road g. Personal protective equipment may include: <ul style="list-style-type: none"> g.1. helmet g.2. sunglasses g.3. sun cream

Range of Variables (continued)

RIDE COURIER/DELIVERY BICYCLE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Hazardous or dangerous goods may include:</p> <ul style="list-style-type: none"> h.1. medical samples or supplies h.1. acids, alkalines or solvents <p>i. Consultative processes may involve:</p> <ul style="list-style-type: none"> i.1. customers i.2. other employees and supervisors i.3. management i.4. union representatives i.5. industrial relations, Occupational Health and Safety specialists i.6. other professional or technical staff i.7. local government authorities <p>j. Factors that can cause traffic delays and diversions may include:</p> <ul style="list-style-type: none"> j.1. traffic accidents j.2. flooded sections of road j.3. road damage j.4. bridge/tunnel damage j.5. road works j.6. building construction j.8. road closures for special events such as marches, sporting events, etc. j.9. holiday traffic j.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information and documentation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory licence requirements relevant to courier cyclists a.2. State/Territory road rules a.3. workplace instructions and procedures for courier cyclists including emergency procedures a.4. bicycle manufacturer's instructions, specifications and recommended riding procedures including pre-operational checks of bicycle a.5. operations manuals including quality assurance procedures a.6. induction documentation a.7. competency standards and training materials a.8. HAZCHEM codes and dangerous/hazardous goods codes and procedures a.9. supplier and/or client instructions a.10. material safety data sheets a.11. communications technology equipment, oral, aural or signed communications a.12. conditions of service, legislation and industrial agreements a.13. OHS procedures

Range of Variables (continued)

RIDE COURIER/DELIVERY BICYCLE

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable procedures and codes may include:<ul style="list-style-type: none">a.1. relevant State/Territory roads and traffic authority regulations and licence requirements pertaining to the courier cyclistsa.2. relevant State/Territory road rulesa.4. relevant State/Territory OHS legislationa.5. relevant State/Territory fatigue management regulationsa.6. relevant State/Territory environmental protection legislationa.7. applicable dangerous/hazardous goods codes and legislation

RIDE COURIER/DELIVERY BICYCLE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. operate the bicycle a.2. select appropriate means to secure loads within requirements for safe handling of goods and bicycle a.3. communicate effectively in writing a.4. respond appropriately to telephone and verbal inquiries a.5. identify hazards associated with the goods to be transported a.6. identify required permits a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information a.9. carry out routine servicing of bicycle a.10. maintain workplace records and documentation a.11. identify and safely handle equipment and goods a.12. apply hierarchy of control a.13. use, where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Bicycle handling procedures d. Workplace operational instructions e. Procedures to be followed in the event of an emergency f. Pre-operational checks carried out on bicycle and related action g. Map reading and road navigation techniques h. Cycling hazards and related defensive riding techniques i. Factors which may cause traffic delays and diversions and related action that can be taken by a courier cyclist j. Requirements of courier work systems/operations and relevant equipment k. Procedures and policies concerning the identification, acceptance and carrying of dangerous/hazardous goods l. Ability to read instructions, procedures and signage relevant to the riding of a bicycle m. Ability to identify and correctly use of equipment, processes and procedures n. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to ride a courier/delivery bicycle, and/or a.2. ride a courier/delivery bicycle in an appropriate range of operational situations

RIDE COURIER/DELIVERY BICYCLE

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. operating a bicycle a.2. selecting appropriate means to secure loads within requirements for safe handling of goods and bicycle a.5. identifying hazards associated with the goods to be transported a.6. identifying required permits a.7. using appropriate communication strategies and equipment a.8. locating, interpreting and applying relevant information a.9. maintaining workplace records and documentation a.10. carrying out routine servicing of bicycle a.11. identifying and handling equipment and goods a.12. applying hierarchy of control a.13. using safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory roads and traffic authority regulations and licence/permit requirements b.2. OHS policies and procedures b.3. identification of riding hazards and the use of appropriate defensive riding techniques b.4. workplace procedures and instructions (including procedures for security, housekeeping and the carriage of dangerous/hazardous goods) b.5. relevant manufacturer's guidelines related to the bicycle <p>c. Action is taken promptly to report and/or rectify any identified bicycle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

TDTC2501A OPERATE FOUR WHEEL DRIVE VEHICLE

Field C Driving Vehicle

DESCRIPTION:

This unit involves the skills and knowledge required to operate a four wheel drive vehicle safely in a range of conditions. These include driving a four wheel drive vehicle on normal roads, traversing slopes, ascending and descending steep slopes and stall recovery. It also includes operation of the vehicle in rugged terrain, the use of a jack and the completion of all pre- and post-operational checks. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant State/Territory Road Traffic Authority.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory learner permit or driver licence requirements before driving a vehicle on a public road.

ELEMENT	PERFORMANCE CRITERIA
1. Operate four wheel drive vehicles on normal roads	<ul style="list-style-type: none"> a. Pre-start checks of vehicle and equipment are carried out to manufacturer's specifications and roadworthy requirements b. Tyres are checked for pressure suitable for terrain and/or changed in accordance with workplace procedures c. Loads are secured in accordance with workplace and legislative requirements d. Vehicle is driven on and off road to legislative and workplace requirements, at appropriate speeds for conditions and hazards e. Vehicle is parked and shut down in accordance with workplace and manufacturer's requirements
2. Operate vehicle on, or across, a slope	<ul style="list-style-type: none"> a. Pre-start checks of vehicle and equipment are carried out to manufacturer's specifications and roadworthy requirements b. Tyres are checked for pressure suitable for terrain and/or changed to operational guidelines c. Loads are secured in accordance with workplace and legislative requirements d. Vehicle is driven on and off road to regulatory and workplace requirements at appropriate speeds for conditions and hazards

<p>3. Operate vehicle ascending a steep slope including stall recovery</p>	<ul style="list-style-type: none"> a. Intended vehicle path is inspected prior to negotiation of slope b. Appropriate gear is selected to ascend grade, and engine revolutions maintained to ensure constant traction c. Air-conditioning unit is turned off to avoid engine acceleration d. Foot brake is applied as vehicle stalls, handbrake applied and ignition turned off e. Clutch is depressed and reverse gear selected f. Clutch is released and handbrake is slowly released g. Ignition is turned on and brakes are released h. Vehicle is started and allowed to reverse down the slope i. Brakes are applied as necessary to control descent
<p>4. Operate vehicle descending a steep slope including stall recovery</p>	<ul style="list-style-type: none"> a. Intended vehicle path is inspected prior to negotiation of the slope b. Appropriate gear is selected to ascend grade, and engine revolutions maintained to ensure constant traction c. Air-conditioning unit is turned off to avoid engine acceleration d. Braking is used to control decent and skidding is avoided by the application of brakes to emulate ABS e. Ignition is turned off, foot brake is applied, and handbrake engaged f. Clutch is depressed and low gear is selected g. Clutch is released and handbrake is slowly released h. Ignition is turned on and brakes are released i. Vehicle is started and allowed to continue down the slope j. Brakes are applied as necessary to control descent and skids are steered into
<p>5. Operate vehicle in rugged terrain</p>	<ul style="list-style-type: none"> a. Intended vehicle path is inspected prior to negotiation of rugged terrain b. Correct gear/range is selected to negotiate terrain c. Freewheel hubs are engaged and disengaged in accordance with driving conditions d. Vehicle controls are set in accordance with manufacturer's instructions for operation in the surrounding terrain e. Traction is maintained in accordance with requirements of the vehicle and the surrounding terrain f. Selection of appropriate gear/range before negotiating terrain is demonstrated g. Where necessary, chains are fitted to vehicle in accordance with manufacturer's instructions h. Vehicle load is inspected, positioned and secured to maximise traction for four wheel driving. i. Terrain is negotiated in accordance with requirements for specific driving conditions
<p>6. Operate jack</p>	<ul style="list-style-type: none"> a. Jack is located under vehicle in accordance with vehicle manufacturer's specifications and workplace procedures b. Jack is used and operated in accordance with manufacturer's specifications and workplace procedures

7. Complete operations

- a. Vehicle is parked and shut down to workplace and manufacturer's requirements
- b. Faults or malfunctions are corrected and/or reported in accordance with workplace requirements
- c. Vehicle and equipment are cleaned and stored after use in accordance with workplace requirements
- d. Any log books or reports required by the workplace are completed in accordance with workplace procedures

Range of Variables

OPERATE FOUR WHEEL DRIVE VEHICLE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Driving must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory roads and traffic authority b. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Driving involves the application of four wheel drive vehicle operating principles and procedures to maintain the safety and operation of a commercial four wheel drive vehicle across a variety of on-road and off-road contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Vehicles include all terrain vehicles, cars and utilities, a range of trailers, light trucks b. Operations may be carried out in typical four wheel drive situations, including: <ul style="list-style-type: none"> b.1. operations may be conducted day or night b.2. typical weather conditions b.3. on the open road b.4. in rugged terrain off-road conditions that can be smooth, rough, uneven, slippery, boggy, sandy, steep or hilly b.5. on a steep slope b.6. during emergency response b.7. while at a client's workplace or work site c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating vehicle controls, instruments and indicators c.7. using defensive driving techniques c.8. managing engine performance d. Considerations when driving may include: <ul style="list-style-type: none"> d.1. operational characteristics of the type of four wheel drive vehicle d.2. workplace procedures d.3. traffic conditions d.4. levels of emergency response d.5. adverse weather d.6. traffic regulations d.7. warning devices d.8. adverse terrain e. Traffic conditions to be taken into account when driving may include: <ul style="list-style-type: none"> e.1. speed limits for operation e.2. legal parking e.3. traffic pattern and density e.4. known peak periods and special community functions e.5. effects of weather on roads e.6. road surface/off-road terrain e.7. visibility

Range of Variables

OPERATE FOUR WHEEL DRIVE VEHICLE

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>f. Operational hazards may include (examples only):</p> <ul style="list-style-type: none"> f.1. steep slopes and rugged terrain f.2. wet and iced road/terrain f.3. flooded road/terrain f.4. oil on road f.5. fire in vehicle f.6. leaking fuel f.7. faulty brakes f.8. parked vehicles on the road f.9. faulty steering mechanism on vehicle f.10. pedestrians crossing the road f.11. animals and objects on road f.12. windy or foggy sections of road/terrain <p>g. Workplace guidelines/procedures may include:</p> <ul style="list-style-type: none"> g.1. pre- and post-operation checks g.2. standards of operation g.3. storage and usage of fuels and lubricants g.4. policies and routines relating to wear and damage g.5. precautions and safeguards g.6. emergency response driving g.7. driving in adverse terrain g.8. driving in special environments g.9. reporting routines <p>h. Pre-start checks may include:</p> <ul style="list-style-type: none"> h.1. fuel, water, oil h.2. brake and transmission fluid levels h.3. battery water levels and electrolyte checks h.4. tyres h.5. belts h.6. leads h.7. hydraulic lines and connections h.8. air cleaners h.9. air-conditioners h.10. brakes h.11. off-road safety equipment in line with manufacturer's recommendations <p>i. Manufacturer's specifications may include:</p> <ul style="list-style-type: none"> i.1. engine characteristics i.2. systems warning function i.3. four wheel drive operation i.4. radius of turning circle i.5. safety procedures

Range of Variables

OPERATE FOUR WHEEL DRIVE VEHICLE

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> j. Installed devices may include: <ul style="list-style-type: none"> j.1. warning lights j.2. tachometer j.3. temperature gauge j.4. electrical charging j.5. ancillary systems indicator j.6. speedometer j.7. oil pressure j.8. brake warning lights j.9. audible warning devices j.10. hose k. Minor routine servicing may include: <ul style="list-style-type: none"> k.1. the replacement of blown globes in vehicle lights k.2. replacement of broken fan belt k.3. replacement of blown fuse k.4. door mirrors k.5. repairs to rear tail-light lens k.6. changing of tyres k.7. repair of tyre punctures k.8. replacement of broken coolant l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures
3. Sources of information / documents	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. State/Territory driving license requirements a.2. State/Territory road rules a.3. workplace driving instructions and procedures a.4. vehicle manufacturer's instructions, specifications and recommended driving procedures including preoperational checks of vehicle a.5. emergency procedures a.6. vehicle log book or record book (where required)
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable procedures and codes may include: <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority driving regulations and license requirements pertaining to the class of four wheel drive vehicle a.2. relevant State/Territory road rules a.3. relevant State/Territory permit regulations and requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

OPERATE FOUR WHEEL DRIVE VEHICLE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow correct vehicle handling procedures in both on-road and off-road situations a.2. operate a four wheel drive vehicle in rugged terrain a.3. operate a four wheel drive vehicle on steep slopes a.4. operate a four wheel drive vehicle when traversing slopes a.5. monitor operational conditions and take appropriate corrective action when needed a.6. carry out pre-and post-operational checks a.7. monitor and maintain vehicle performance a.8. follow OHS and environmental protection procedures and regulations a.9. follow emergency procedures when required
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other competency units that form part of a transport worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Workplace procedures for the operation of four wheel drive vehicle in both on-road and off-road situations d. Problems that may occur when operating a four wheel drive vehicle, and action that can be taken to report or resolve the problems e. Hazards that may exist when operating a four wheel drive vehicle in both on-road and off-road situations, and ways of controlling the risks involved f. Operational knowledge may include: <ul style="list-style-type: none"> f.1. vehicle controls, instruments and indicators and their use f.2. vehicle handling procedures and techniques for a range of conditions, including rock, mud, sand, ice and snow f.3. procedures to be followed in the event of a driving emergency f.4. efficient driving techniques and safe driving strategies f.5. the effect on the centre of gravity of changing fluid loads f.6. hazards and risks associated with traversing cross slopes f.7. effects of hard surface driving (e.g. highway wind up) on the 4x4 system f.8. the appropriate use of diff locks f.9. pre-and post-operational checks and related action f.10. documentation and record keeping requirements g. Ability to: <ul style="list-style-type: none"> g.1. read instructions, procedures and signage relevant to the driving of a vehicle g.2. monitor and anticipate traffic hazards and take appropriate action drive vehicles in a range of conditions g.3. demonstrate emergency procedures in the operation of vehicles g.4. conduct pre-start checks g.5. clean and store vehicles and equipment g.6. identify operational and correct minor faults g.7. attach equipment to vehicles g.8. complete required documentation

OPERATE FOUR WHEEL DRIVE VEHICLE

<p>4. Resource implications</p>	<p>a. access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to operate a four wheel drive vehicle in both on-road and off-road conditions, and/or</p> <p>a.2. operate a four wheel drive vehicle in an appropriate range of operational on-road and off-road situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. following correct vehicle handling procedures in both on-road and off-road situations</p> <p>a.2. operating a four wheel drive vehicle in rugged terrain</p> <p>a.3. operating a four wheel drive vehicle on steep slopes</p> <p>a.4. operating a four wheel drive vehicle when traversing slopes</p> <p>a.5. monitoring operational conditions and taking appropriate corrective action when needed</p> <p>a.6. carrying out pre-and post-operational checks</p> <p>a.7. monitoring and maintaining vehicle performance</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to the class of four wheel drive vehicle</p> <p>b.2. OHS policies and procedures</p> <p>b.3. identification of driving hazards and the use of appropriate defensive driving techniques</p> <p>b.4. workplace procedures and work instructions(including emergency, security and housekeeping procedures)</p> <p>b.5. relevant vehicle manufacturer's guidelines related to the driving of the four wheel drive vehicle</p> <p>b.6. environmental protection procedures when driving a vehicle and carrying out pre-and post-operational checks</p> <p>c. Action is taken promptly to report and/or rectify any identified operational problems and vehicle faults or malfunctions in accordance with workplace procedures, road traffic authority requirements and manufacturer's instructions</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>

OPERATE FOUR WHEEL DRIVE VEHICLE

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to shift loads using manual handling methods, including assessing the risks associated with relocating the load, planning the relocation process and carrying out the relocation in accordance with the plan.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements concerning the safe lifting and handling of a load using manual handling techniques.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Assess risks arising from the relocation of the load</p>	<ul style="list-style-type: none"> a. Products, goods or materials to be relocated are identified b. Locations for storage are determined and potential routes to be followed are identified c. Effect of load relocation on original load base is predicted d. Points of balance are estimated e. Required clearances are compared to available space and adjustments made f. Effects of moving contents which may be loose, liquid, dangerous or hazardous are considered g. Potential risks in route(s) which may be followed are considered h. Risks to self are identified arising from the required lifting, load carrying, set down or movement of the goods i. Manual handling procedures for lifting, lowering and carrying, pushing and pulling are identified j. Team lifting processes are considered for application k. Appropriate personal protective equipment is worn
<p>2. Plan load relocation</p>	<ul style="list-style-type: none"> a. Relocation of the load is planned consistent with the code of practice for manual handling b. Process for relocating load is proposed including predicting and planning for potential difficulties c. Proposed process is checked against code of practice and workplace procedures for compliance

3. Relocate load

- a. Actions for lifting, lowering and carrying, pulling and pushing a load are in accordance with workplace procedures and OHS requirements
- b. Applications appropriate for team relocation of load are identified
- c. Team lifting tasks are coordinated
- d. Planned process and route are followed
- e. Relocated materials are set down without damage to goods, personnel or equipment and checked for stability
- f. Relocation is checked to see that it meets work requirements, with any variance(s) reported

Range Of Variables

SHIFT MATERIALS SAFELY USING MANUAL HANDLING METHODS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant OHS regulations concerning the manual lifting and movement of loads b. Work is performed under some supervision generally within a team environment c. Work involves the application of the basic principles for the safe lifting and movement of loads when shifting materials using manual handling methods as part of day-to-day work
2. Worksite environment	<ul style="list-style-type: none"> a. The shifting operations may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Materials to be shifted may include: <ul style="list-style-type: none"> e.1. goods e.2. equipment and tools e.3. cleaning materials e.4. components and parts of vehicles and equipment such as tyres, batteries, lifting gear, etc. e.5. materials used in the course of work such as drums of fuel, raw materials, packaging, etc. f. Loads to be shifted may be: <ul style="list-style-type: none"> f.1. irregularly shaped f.2. packaged or unpackaged f.3. labelled or unlabelled g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods and materials h. Personnel in the work area may include: <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications

Range Of Variables (continued)

SHIFT MATERIALS SAFELY USING MANUAL HANDLING METHODS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures k. Personal protection equipment may include: <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. two-way radios k.5. high visibility clothing
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, goods and container identification a.3. manufacturer's specifications for equipment/tools a.4. workplace procedures and policies a.5. supplier and/or client instructions a.6. material safety data sheets a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. relevant legislation, regulations and related documentation a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory OHS legislation a.2. relevant State/Territory environmental protection legislation a.3. workplace relations regulations a.4. workers compensation regulations a.5. licence, patent or copyright arrangements a.6. dangerous goods and air freight regulations a.7. export/import/quarantine/bond requirements a.8. marine orders

SHIFT MATERIALS SAFELY USING MANUAL HANDLING METHODS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service and work effectively with others a.3. convey information in written and oral form a.4. maintain workplace records a.5. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.6. follow the designated work plan for the job a.7. use appropriate techniques and body positioning when lifting, lowering and carrying, pulling and pushing and team lifting
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS and procedures and guidelines concerning the manual lifting and movement of loads b. Risks when manually lifting and handling materials and goods and related precautions to control the risk, including: <ul style="list-style-type: none"> b.1. the load on the spine during lifting b.2. controlled actions on a movement during lifting b.3. rotation and side movement of the spine during lifting b.4. postures and positions during lifting b.5. work layout b.6. weight of the load b.7. load type and position b.8. frequency of shifting operations b.9. distance over which load is to be shifted b.10. time allowed for the shifting of the load c. Workplace procedures and policies for the shifting of goods and materials d. Housekeeping standards procedures required in the workplace e. Site layout and obstacles f. Ability to modify activities depending on differing workplace contexts, risk situations and environments g. Ability to read and comprehend simple statements in English including material data safety sheets (where applicable) h. Ability to identify containers and goods coding, IMDG markings and, where applicable, emergency information panels i. Ability to estimate the size, shape and special requirements of loads
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to shift materials safely using manual handling methods, and/or a.2. shift materials safely using manual handling methods in an appropriate range of operational situations

SHIFT MATERIALS SAFELY USING MANUAL HANDLING METHODS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. following designated work plans for load shifting jobs a.2. using appropriate techniques and body positioning when lifting, lowering and carrying a load and when pulling and pushing and team lifting a.3. applying safety precautions relevant to the load shifting task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. OHS regulations and hazard prevention policies and procedures b.2. workplace procedures and work instructions concerning the manual shifting of loads b.3. obtaining assistance from other team members when required b.4. housekeeping procedures b.5. environmental protection procedures when shifting materials <p>c. Action is taken promptly to report and/or rectify any potential difficulties in safely shifting a load in accordance with OHS requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to shift loads using manually-operated mechanical equipment, including assessing the risks associated with relocating the load, planning the relocation process and carrying out the relocation with the aid of the equipment in accordance with the plan.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements concerning the safe lifting and handling of a load using manually-operated load-shifting equipment. It should be noted that the use of the term 'SWL' (Safe Working Load) is under review by Standards Australia and may be replaced in the future by the term 'Rated Capacity'.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Assess risks arising from the relocation of the load</p>	<ul style="list-style-type: none"> a. Products, goods or materials to be relocated are identified b. Location for storage is determined c. Routes to be followed are identified d. Points of balance are estimated e. Effect of moving contents which may be loose, liquid, dangerous or hazardous are considered f. Potential risks in route(s) which may be followed are considered g. Lifting equipment to minimise potential risks is identified h. Appropriate personal protective equipment is worn
<p>2. Plan load relocation</p>	<ul style="list-style-type: none"> a. Load shifting equipment is selected in accordance with workplace procedures b. Safe procedures for using lifting equipment are identified, including the calculation of Safe Working Load (SWL) and/or Working Load Limit (WLL) for weight of goods to be moved c. Process for relocating load is proposed including predicting and planning for potential difficulties d. Proposed process is checked against relevant code of practice and workplace procedures for compliance e. Lifting equipment and accessories are checked for safe operation in accordance with manufacturer's instructions and workplace procedures

3. Relocate load

- a. Any unsafe equipment is reported to appropriate personnel in accordance with workplace procedures
- b. Planned process and route are followed using equipment within necessary range of limitations
- c. Relocated materials are set down without damage to goods, personnel or equipment and checked for stability
- d. Relocation is checked to see that it meets work requirements, and any variances are reported
- e. Equipment is returned to storage area in accordance with workplace procedures

Range Of Variables

SHIFT A LOAD USING MANUALLY-OPERATED EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant OHS regulations concerning the shifting and movement of loads using manually-operated equipment b. Work is performed under some supervision generally within a team environment c. Work involves the application of the basic principles for the safe shifting of loads using manually-operated equipment
2. Worksite environment	<ul style="list-style-type: none"> a. The shifting operations may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Materials to be shifted may include: <ul style="list-style-type: none"> e.1. goods e.2. equipment and tools e.3. cleaning materials e.4. components and parts of vehicles and equipment such as tyres, batteries, lifting gear, etc. e.5. materials used in the course of work such as drums of fuel, raw materials, packaging, etc. f. Loads to be shifted may be: <ul style="list-style-type: none"> f.1. irregularly shaped f.2. packaged or unpackaged f.3. labelled or unlabelled f.4. palletted or unpalletted g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods and materials h. Personnel in the work area may include: <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications

Range Of Variables (continued)

SHIFT A LOAD USING MANUALLY-OPERATED EQUIPMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures <p>k. Personal protection equipment may include:</p> <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. two-way radios k.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, goods and container identification a.3. manufacturer's instructions concerning the use and servicing of manually-operated load shifting equipment a.4. workplace procedures and policies a.5. supplier and/or client instructions a.6. material safety data sheets a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. relevant legislation, regulations and related documentation a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory OHS legislation a.2. relevant State/Territory environmental protection legislation a.3. workplace relations regulations a.4. workers compensation regulations a.5. licence, patent or copyright arrangements a.6. dangerous goods and air freight regulations a.7. export/import/quarantine/bond requirements a.8. marine orders

SHIFT A LOAD USING MANUALLY-OPERATED EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. use manually-operated equipment to shift loads a.2. identify risks to self, others and equipment when using manually-operated equipment to shift loads and take appropriate precautions to minimise the risks a.3. estimate effect of load and operating limitations of equipment a.4. locate, interpret and apply relevant information a.5. maintain workplace records a.6. use workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS and procedures and guidelines concerning the use of manually-operated equipment to shift loads b. Risks when using manually-operated equipment to shift loads and related precautions to control the risk c. Workplace procedures and policies for the shifting of goods and materials using manually-operated equipment d. Housekeeping standards procedures required in the workplace e. Site layout and obstacles f. Ability to modify activities depending on differing workplace contexts, risk situations and environments g. Ability to read and comprehend simple statements in English h. Ability to identify containers and goods coding, IMDG markings and where applicable emergency information panels i. Ability to estimate the size shape and special requirements of loads
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to shift materials safely using manually-operated equipment, and/or a.2. shift materials safely using manually-operated equipment in an appropriate range of operational situations

SHIFT A LOAD USING MANUALLY-OPERATED EQUIPMENT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. using manually-operated equipment to shift loads a.2. identifying risks to self, others and equipment when using manually-operated equipment to shift loads and taking appropriate precautions to minimise the risks a.3. estimating effect of load and operating limitations of equipment a.4. locating, interpreting and applying relevant information a.5. maintaining workplace records a.6. using workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. OHS regulations and hazard prevention policies and procedures b.2. workplace procedures and work instructions concerning the use of manually-operated equipment to shift loads b.3. obtaining assistance from other team members when required b.4. housekeeping procedures b.5. environmental protection procedures when shifting materials <p>c. Action is taken promptly to report and/or rectify any potential difficulties in safely shifting a load using manually-operated equipment in accordance with OHS requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	1	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to handle dangerous goods and hazardous substances, including identifying requirements for working with dangerous goods and/or hazardous substances, confirming site incident procedures, selecting handling techniques, and handling and storing dangerous goods and hazardous substances.

Persons achieving competence in this unit will need to fulfil all of the relevant Australian and State/Territory regulations and codes concerned with the handling of dangerous goods and hazardous substances.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify requirements for working with dangerous goods and/or hazardous substances</p>	<ul style="list-style-type: none"> a. Dangerous goods and/or hazardous substances are identified from information including class labels, manifests and other documentation b. Storage requirements for hazardous substances and/or dangerous goods are identified and applied c. Legislative requirements for hazardous substances and/or dangerous goods are known and used to plan work activities d. Handling procedures for different classes and characteristics of goods are observed e. Confirmation is sought from relevant personnel where dangerous goods or hazardous materials do not appear to be appropriately marked
<p>2. Confirm site incident procedures</p>	<ul style="list-style-type: none"> a. Incident reporting processes are identified b. Emergency equipment is located and checked according to workplace procedures and statutory regulations c. Emergency procedures are identified and confirmed
<p>3. Select handling techniques</p>	<ul style="list-style-type: none"> a. Load handling and shifting procedures are selected in accordance with identified requirements for particular goods b. Handling equipment is checked for conformity with workplace requirements and manufacturer's guidelines c. Where relevant, suitable signage is checked for compliance with workplace procedures

Range Of Variables

HANDLE DANGEROUS GOODS/HAZARDOUS SUBSTANCES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. This unit covers anyone working in the transport, warehousing, distribution and storage industries who may handle dangerous goods and/or hazardous substances b. Work must be carried out in compliance with the relevant OHS regulations concerning the safe handling of dangerous goods and hazardous substances c. Work is performed under general supervision d. Work involves the application of the codes of practice and established procedures for the safe handling of dangerous goods and hazardous substances
2. Worksite environment	<ul style="list-style-type: none"> a. The dangerous goods may be handled in a range of work environments by day or night and may be: <ul style="list-style-type: none"> a.1. for short-term storage a.2. for long-term storage a.3. in transit b. Customers may be internal or external c. Workplace environment may include: <ul style="list-style-type: none"> c.1. movement of equipment c.2. movement of goods c.3. materials and vehicular traffic d. Requirements for work may include: <ul style="list-style-type: none"> d.1. site restrictions and procedures d.2. use of safety and personal protection equipment d.3. communications equipment d.4. specialised lifting and/or handling equipment d.5. incident breakdown procedures d.6. authorities and permits d.7. hours of operations d.8. noise restrictions d.9. additional gear and equipment d.10. segmentation procedures d.11. emergency procedures, including response to spillage/leaks, evacuation and fire-fighting e. Hazards may include: <ul style="list-style-type: none"> e.1. hazardous or dangerous materials e.2. contamination of, or from, materials being handled e.3. noise, light, energy sources e.4. stationary and moving machinery, parts or components e.5. service lines e.6. spills, leakages, ruptures e.7. fire or ignition e.8. dust/vapours f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Range Of Variables (continued)

HANDLE DANGEROUS GOODS/HAZARDOUS SUBSTANCES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Consultative processes may involve:</p> <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. suppliers, potential customers and existing clients g.3. representatives of regulatory authorities with jurisdiction over OHS, dangerous goods and hazardous substances g.4. management and union representatives g.5. industrial relations and OHS specialists g.6. other maintenance, professional or technical staff <p>h. Personnel in the work area may include:</p> <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives <p>i. Identification of goods may be from material safety data sheets, packaging labels, manifests, stock lists, and HAZCHEM interpretative advice</p> <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures <p>k. Personal protection equipment may include:</p> <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. mask and respirator k.5. protective clothing k.6. breathing apparatus
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, stock lists, packaging labels, bar codes, stock lists a.3. goods and container identification a.4. workplace procedures and policies concerning the handling of dangerous goods and hazardous substances a.5. supplier and/or client instructions a.6. material safety data sheets a.7. Australian Dangerous Goods Code a.8. HAZCHEM interpretative advice a.9. relevant legislation, codes, regulations and related documentation concerning the handling of dangerous goods and hazardous substances a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures pertaining to dangerous goods and hazardous substances

Range Of Variables (continued)

HANDLE DANGEROUS GOODS/HAZARDOUS SUBSTANCES

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant Australian and State/Territory regulations relating to the handling of dangerous goods and hazardous substancesa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. relevant Australian Standards such as: AS 1216, AS 1596, AS 1894, AS 1940, AS 2030.1-4, AS 2508.2.001-013, AS 2508.3.001-014a.4. relevant State/Territory OHS legislationa.5. relevant State/Territory environmental protection legislation

HANDLE DANGEROUS GOODS/HAZARDOUS SUBSTANCES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify dangerous goods/hazardous substances (from labels, IMDG markings, HAZCHEM signs and other relevant identification criteria) a.2. safely handle dangerous goods/hazardous substances a.3. assess handling and storage precautions and requirements for dangerous goods/hazardous substances a.4. estimate weight and dimensions of load and any special requirements a.5. select appropriate equipment and work systems including personal protection equipment a.6. identify job and site hazards and plan work to minimise risks a.7. determine (any) required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain workplace records and documentation a.11. apply hierarchy of hazard control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that are part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulations and codes concerning the handling of dangerous goods and hazardous substances b. Application of relevant aspects of ADG Code and relevant Australian Standards c. Permit and licence requirements d. Workplace procedures for handling and storing dangerous goods/hazardous substances e. Risks when handling dangerous goods and hazardous substances and related precautions to control the risk f. Equipment applications, capacities, configurations, safety hazards and control mechanisms g. Housekeeping standards procedures required in the workplace h. Ability to modify activities depending on differing workplace contexts, risk situations and environments i. Ability to read and comprehend simple statements in English j. Ability to identify containers and goods coding, IMDG markings and, where applicable, emergency information panels k. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to safely handle dangerous goods and hazardous substances, and/or a.2. safely handle dangerous goods and hazardous substances in an appropriate range of operational situations

HANDLE DANGEROUS GOODS/HAZARDOUS SUBSTANCES

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. assessing handling and storage precautions and requirements for dangerous goods/hazardous substances a.2. estimating weight and dimensions of load and any special requirements a.3. selecting appropriate equipment and work systems including personal protection equipment a.4. identifying job and site hazards and planning work to minimise risks a.5. determining required permits a.6. using appropriate communication strategies and equipment a.7. locating, interpreting and applying relevant information a.8. maintaining workplace records and documentation a.9. identifying and safely handling equipment and goods a.10. applying hierarchy of risk control b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. Dangerous Goods Code and other relevant regulations b.2. hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the manual shifting of loads b.4. issue resolution procedures b.5. job procedures and work instructions b.6. guidelines relating to the safe use of machinery and equipment b.7. quality assurance procedures (where existing) b.8. security procedures b.9. housekeeping processes b.10. environmental protection procedures c. Action is taken promptly to report accidents and/or incidents in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to load and unload goods and cargo, including loading and unloading goods, securing and protecting the load and completing all required documentation.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory regulations and codes concerning the loading and unloading of cargo, including mass and loading regulations and regulations dealing with oversize and overmass permits.

ELEMENT	PERFORMANCE CRITERIA
1. Load and unload goods/cargo	<ul style="list-style-type: none"> a. Load characteristics are identified and taken into account when determining appropriate loading and unloading procedures b. Dangerous or hazardous goods are identified and handled in accordance with the Australian Dangerous Goods (ADG) Code and other relevant regulations/permit requirements c. Load is packed/unpacked to make safe and effective use of available spaces d. Goods/cargo are loaded in accordance with relevant mass and loading regulations and workplace procedures e. Lifting aids and appliances are selected and used to aid loading procedures in compliance with workplace procedures and safety legislation f. Unloading activities are conducted in a safe and efficient manner taking into account suitable locations, stowage, safe use of equipment and the balance of the remaining load g. Goods requiring special handling and/or documentation are identified and appropriate procedures followed h. Relocated material is restacked appropriate for the transport method, safe height, weight loading, size and crushability of the goods
2. Secure and protect load	<ul style="list-style-type: none"> a. The distribution of the load is checked to ensure that it is even, legal and within safe working capacity b. Load is checked to ensure that dangerous goods and hazardous substances are appropriately segregated in accordance with the ADG Code c. Load is secured using the correct load restraint and protection equipment for different loads, carrying and storage conditions d. The load is protected in accordance with legal and workplace safety requirements
3. Complete documentation	<ul style="list-style-type: none"> a. The load is inspected and checked for security to travel in accordance with relevant regulations/permit requirements and the ADG Code where applicable b. All required documentation for the goods is completed in accordance with workplace requirements including the ADG Code where applicable

Range Of Variables

LOAD AND UNLOAD GOODS/CARGO

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations/permit requirements including those of the relevant State/Territory roads and traffic authority concerning the loading of goods/cargo b. Work is performed under some supervision generally within a team environment c. Work involves the application of the basic principles, routine procedures and regulatory/permit requirements to the loading and unloading of goods/cargo
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Goods/cargo to be loaded or unloaded may require special precautions f. Loads to be shifted may be: <ul style="list-style-type: none"> f.1. irregularly shaped f.2. packaged or unpackaged f.3. labelled or unlabelled f.4. palletted or unpalletted g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods and materials h. Personnel in the work area may include: <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications j. Loading operations may be carried out both manually and with the aid of lifting equipment and/or appliances

Range Of Variables (continued)

LOAD AND UNLOAD GOODS/CARGO

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures <p>l. Personal protection equipment may include:</p> <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs a.2. manifests, bar codes, goods and container identification a.3. manufacturer's specifications for equipment/tools a.4. workplace procedures and policies for the loading and unloading of goods/cargo a.5. ADG Code and associated regulations a.6. supplier and/or client instructions a.7. material safety data sheets a.8. EPGs and Initial Response Guide (HB76:1998 or equivalent) a.9. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures a.14. Load Restraint Guide
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include</p> <ul style="list-style-type: none"> a.1. relevant Australian standards and regulations including State/Territory mass and loading regulations a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. relevant State/Territory environmental protection legislation a.4. relevant State/Territory OHS legislation

LOAD AND UNLOAD GOODS/CARGO

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify load characteristics, dangerous or hazardous goods, loading equipment and related practices and take appropriate action a.2. identify class and subsidiary risk labels for dangerous goods and take appropriate action a.3. follow ADG Code where applicable a.4. safely load and unload goods following workplace procedures a.5. distribute and secure load for safe transport in accordance with regulations a.6. locate, interpret and apply relevant information a.7. provide customer/client service and work effectively with others a.8. convey information in written and oral form when loading/unloading a.9. maintain workplace loading/unloading records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian standards and regulations including State/Territory mass and loading regulations b. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances c. OHS and procedures and guidelines concerning the lifting and movement of loads d. Risks when loading and unloading goods/cargo and related precautions to control the risk e. Workplace procedures and policies for the loading and unloading of goods/cargo f. Housekeeping standards procedures required in the workplace g. Methods of securing a load h. Site layout and obstacles i. Ability to identify and correctly use equipment required to load and unload goods/cargo j. Ability to modify activities depending on differing workplace contexts, risk situations and environments k. Ability to read and comprehend simple statements in English l. Ability to identify containers and goods coding, ADG and IMDG markings and, where applicable, emergency information panels and take appropriate action m. Ability to estimate the size shape and special requirements of loads and take appropriate action n. Ability to safely use manual handling techniques and to operate manually-operated load shifting equipment

Evidence Guide (continued)

LOAD AND UNLOAD GOODS/CARGO

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to load and unload goods/cargo, and/or a.2. load and unload goods/cargo in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying load characteristics, dangerous or hazardous goods, loading equipment and related practices and taking appropriate action a.2. identifying class and subsidiary risk labels for dangerous goods and taking appropriate action a.3. following ADG Code where applicable a.4. safely loading and unloading goods following workplace procedures a.5. distributing and securing load for safe transport in accordance with regulations a.6. locating, interpreting and applying relevant information a.7. providing customer/client service and work effectively with others a.8. conveying information in written and oral form when loading/unloading a.9. maintaining workplace loading/unloading records a.10. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. mass and loading regulations and procedures b.2. Dangerous Goods Code and associated regulations b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the loading and unloading of goods/cargo b.5. relevant guidelines related to the use of loading/unloading equipment b.6. housekeeping procedures b.7. environmental protection procedures when shifting materials <p>c. Action is taken promptly to report any accidents, incidents or potential difficulties/hazards in loading and unloading goods/cargo in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

LOAD AND UNLOAD GOODS/CARGO

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	1	2	2	2

TDTD797B PREPARE CARGO FOR TRANSFER WITH SLINGS

Field D Load Handling

DESCRIPTION:

This unit involves the skills and knowledge required to prepare cargo for transfer with slings in accordance with workplace requirements and relevant regulatory requirements, including preparing for transfer of cargo, calculating Safe Working Load (SWL) or Working Load Limit (WLL) of slings and loads, slinging cargo and unslinging cargo, and strapping and unstrapping goods.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for transfer of cargo	<ul style="list-style-type: none"> a. Working area is prepared and maintained in accordance with national standards and safety codes and site operating procedures b. Unsafe work practices and/or faulty equipment is reported in accordance with enterprise procedures c. Correct protective equipment is identified and worn
2. Calculate Safe Working Load or Working Load Limit of slings and loads	<ul style="list-style-type: none"> a. Safe Working Load (SWL) or Working Load Limit (WLL) is calculated using standardised formulae for different types of lifting cables b. Lifting equipment is checked to determine the safe working load c. Slinging gear is checked for conformity with safety equipment
3. Sling cargo and unslung cargo	<ul style="list-style-type: none"> a. Cargo is slung/unslung in accordance with national standards, safety codes and site operating procedures b. Correct securing devices are identified and used c. Load is steadied by tag lines as required d. Damaged cargo is identified and reported in accordance with enterprise procedures e. Slinging attachments are released from load ensuring no injury to personnel or damage to machinery or cargo
4. Strap and unstrap Goods	<ul style="list-style-type: none"> a. Cargo is strapped and unstrapped in accordance with national standards, safety codes and site operating procedures b. Mechanical strapping equipment is used in accordance with manufacturer's instructions c. Damaged cargo is identified and reported in accordance with enterprise reporting procedures d. Strapping arrangements are secured/released to/from load ensuring no injury to personnel or damage to machinery or cargo

Range Of Variables

PREPARE CARGO FOR TRANSFER WITH SLINGS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the preparation of cargo for transfer with slings b. Safety checks and equipment tests are performed under limited supervision c. Work involves the application of regulatory requirements and workplace procedures to the preparation of cargo for transfer with slings in the stevedoring, transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. even or uneven surfaces d.5. wet or dry surfaces e. Slinging gear may include: <ul style="list-style-type: none"> e.1. fibre ropes e.2. wire ropes e.3. chains e.4. webbing slings f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. chemicals and fumes f.2. dangerous or hazardous substances f.3. stationary and moving machinery, goods, materials and vehicular traffic f.4. contamination of, or from, materials being handled f.5. service lines f.6. spills, leakages and ruptures f.7. dust/vapours f.8. faulty gear/equipment/tools g. Requirements for work may include: <ul style="list-style-type: none"> g.1. site restrictions and procedures g.2. use of safety and personal protection equipment g.3. communications equipment g.4. specialised lifting and/or handling equipment g.5. additional gear and equipment g.6. noise restrictions g.7. hours of operations g.8. authorities and permits h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. workplace personnel including supervisors and managers h.2. equipment manufacturers and suppliers h.3. site visitors and contractors h.4. union representatives, industrial relations and OHS specialists h.5. other professional or technical staff

Range Of Variables (continued)

PREPARE CARGO FOR TRANSFER WITH SLINGS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. e-mail i.4. Internet i.5. RF communications i.6. bar code readers i.7. oral, aural or signed communications j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. respirators and fume masks j.6. protective clothing j.7. high visibility clothing k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies for the preparation of cargo for transfer with slings a.2. goods identification numbers and codes a.3. manifests, bar codes, goods and container identification/serial number a.4. manufacturer's specifications a.5. equipment identification labels, bar codes and serial numbers a.6. supplier and/or client instructions a.7. relevant OHS requirements and policies a.8. relevant Australian standards and certification requirements including Australian Standard on wire rope, chain and webbing slings a.9. material safety data sheets where applicable a.10. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.11. relevant legislation, regulations and related documentation including the ADG Code (where applicable) a.12. award, enterprise bargaining agreement and other industrial arrangements a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

PREPARE CARGO FOR TRANSFER WITH SLINGS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to the transfer of cargo with slingsa.2. relevant State/Territory OHS legislationa.3. relevant State/Territory environmental protection legislationa.4. relevant Australian standards and certification requirements, including Australian Standard 2359 - Industrial Truck Codea.5. licence, patent or copyright arrangementsa.6. water and road use and licence arrangementsa.7. export/import/quarantine/bond requirementsa.8. workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislationa.9. workers compensation regulations

PREPARE CARGO FOR TRANSFER WITH SLINGS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare for transfer of cargo a.2. calculate Safe Working Load (SWL) or Working Load Limit (WLL) of slings and loads a.3. estimate weight and dimensions of load a.4. sling and unsling cargo a.5. strap and unstrap goods a.6. select appropriate equipment and work systems a.7. identify job and site hazards and plan work to minimise risks a.8. determine (any) required permits a.9. use appropriate communication strategies and equipment a.10. locate, interpret and apply relevant information a.11. maintain workplace records and documentation a.12. identify and safely handle equipment and goods a.13. apply hierarchy of hazard control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the transfer of cargo with slings, including, where relevant, the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the transfer of cargo with slings d. Focus of operation of work systems, equipment, management and site operating procedures for the transfer of cargo with slings e. Cargo's potential for toxicity, reactivity, material grade, type and purpose including information from relevant material safety data sheets and ADG Code documentation (where applicable) f. Gear and equipment used during the transfer of cargo with slings and the precautions and procedures that should be followed in their use g. Problems that may occur when preparing cargo for transfer with slings and appropriate action that can be taken to resolve the problems h. Documentation and record requirements i. Housekeeping standards procedures required in the workplace j. Site layout and obstacles k. Relevant permit and licence requirements l. Ability to select and use relevant gear and equipment when preparing cargo for transfer with slings m. Ability to use balance points and estimate weights in setting up loads to be shifted n. Ability to plan own work including predicting consequences and identifying improvements o. Ability to modify activities depending on differing workplace contexts, risk situations and environments p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

PREPARE CARGO FOR TRANSFER WITH SLINGS

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to prepare cargo for transfer with slings, and/or</p> <p>a.2. prepare cargo for transfer with slings in an appropriate range of operational situations</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. preparing for transfer of cargo</p> <p>a.2. calculating Safe Working Load (SWL) or Working Load Limit (WLL) of slings and estimating weight and dimensions of loads</p> <p>a.3. slinging and unslinging cargo</p> <p>a.4. strapping and unstrapping goods</p> <p>a.5. identifying job and site hazards and planning work to minimise risks</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions concerning the preparation of cargo for transfer with slings (including housekeeping procedures)</p> <p>b.4. manufacturer's instructions for use of the gear and equipment</p> <p>b.5. procedures for the use of relevant personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report any accidents, incidents or difficulties when preparing cargo for transfer with slings in accordance with OHS and regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to monitor crane operations in accordance with workplace procedures and regulatory requirements, including monitoring work performance and progress, monitoring personnel working in operational area, solving problems concerning crane operations and making decisions.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the monitoring of operations for the type(s) and size of crane(s) concerned.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Monitor work performance and progress</p>	<ul style="list-style-type: none"> a. Work is performed in line with workplace requirements and objectives, ensuring safe work practices are maintained in accordance with statutory authority regulations, national and industry safety codes and workplace procedures b. Crane operations and compliance with operational procedures are monitored regularly and refined in consultation with supervisor, crane drivers and other employees c. Work performance rates are maintained with delays being minimised to ensure work program objectives are met d. Safety in the work area is continually monitored during crane operations and required action is taken to identify and control hazards and risks
<p>2. Monitor personnel working in operational area</p>	<ul style="list-style-type: none"> a. Vigilance is maintained when personnel are working in the crane's operational area in accordance with statutory requirements, national standards and safety codes b. Personnel are checked out of operational area before securing operational area/storage location/ship's hold after completion of shift and when task is completed, ensuring all personnel are safely out of the area/hold c. Personnel working in the operational area/storage location/ship's hold are warned of any danger in accordance with workplace procedures and regulatory requirements d. Personnel working in the operational area/storage location/ship's hold are alerted when required and emergency responses are initiated to provide assistance to personnel in hold
<p>3. Solve problems and make decisions</p>	<ul style="list-style-type: none"> a. Problems are solved and decisions are made to ensure optimum efficiency of operations having regard to management and client objectives b. Employees are encouraged to contribute their opinions to facilitate effective decisions and resolution of problems

Range Of Variables

MONITOR CRANE OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning crane operations b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements when monitoring crane operations as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Cargo/freight may include goods with specialist requirements, including temperature controlled goods and dangerous goods f. Cranes may include cranes in use at transport, rail or shipping terminals or wharves g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. protective clothing h.6. high visibility clothing i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. e-mail i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications j. Personnel in work area may include: <ul style="list-style-type: none"> j.1. workplace personnel j.2. site visitors j.3. contractors j.4. official representatives

Range Of Variables (continued)

MONITOR CRANE OPERATIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to crane operations a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for crane and associated equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes, regulations, and licence/permit requirements for the operation of relevant categories of cranes a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. relevant Australian Standards, including AS2550 a.4. licence, patent or copyright arrangements a.5. water and road use and licence arrangements a.6. export/import/quarantine/bond requirements a.7. marine orders a.8. relevant State/Territory OHS and environmental protection legislation a.9. workplace relations regulations a.10. workers compensation regulations

MONITOR CRANE OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. monitor work performance and progress a.2. monitor personnel working in operational area a.3. solve problems and make decisions a.4. locate, interpret and apply relevant information a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form a.7. maintain workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.9. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to crane operations, including the Australian and International Dangerous Goods Codes b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the monitoring of crane operations d. Focus of operation of work systems, equipment, management and site operating systems for crane operations e. Problems that may occur during crane operations and appropriate action that can be taken to resolve the problems f. Relevant handling and safety codes g. Types of cranes used to transfer loads at transport, rail or shipping terminals or wharves, their applications, and the regulations, procedures and precautions for their operation h. Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes i. The marking and numbering systems for cargo j. Relevant bond, quarantine or other legislative requirements k. Ability to: <ul style="list-style-type: none"> k.1. identify, select and use relevant equipment, processes and procedures when monitoring crane operations k.2. modify activities depending on differing workplace contexts, risk situations and environments k.3. read and interpret instructions, procedures and labels relevant to the monitoring of crane operations k.4. identify cargo, container and goods, coding, ADG / IMDG markings and, where applicable, emergency information panels k.5. estimate the size, shape and special requirements of loads k.6. receive, acknowledge, send messages and give signals using required communications equipment and protocols while monitoring crane operations

Evidence Guide (continued)

MONITOR CRANE OPERATIONS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to monitor crane operations, and/ora.2. monitor crane operations in an appropriate range of operational workplace situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. monitoring work performance and progressa.2. monitoring personnel working in operational areaa.3. solving problems and making decisionsa.4. locating, interpreting and applying relevant informationa.5. providing customer/client service and working effectively with othersa.6. conveying information in written and oral forma.7. maintaining workplace recordsa.8. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace contexta.9. following the designated work plan for the jobb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant codes of practice, regulations and licence/permit requirements pertaining to crane operationsb.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substancesb.3. workplace procedures and instructions (including safety, emergency, security and housekeeping procedures)b.4. OHS policies and proceduresb.5. issue resolution proceduresb.6. obtaining assistance from other team members when requiredb.7. relevant guidelines relating to the safe use of equipmentb.8. customer service and quality assurance procedures and policiesb.9. environmental protection proceduresc. Action is taken promptly to report any accidents, incidents or difficulties during crane operations in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

MONITOR CRANE OPERATIONS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to direct crane operations in accordance with workplace and regulatory requirements including performing checks of the work area, performing checks of cargo, receiving and interpreting directions, anticipating cargo transfer sequence, and directing crane operators and transferring loads in accordance with job requirements.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to direction of the crane operations for the crane(s) concerned.

ELEMENT	PERFORMANCE CRITERIA
1. Perform check of work area	<ul style="list-style-type: none"> a. The work area is checked ensuring that the area is in accordance with relevant safety codes and national standards b. Unsafe work areas are identified and reported to appropriate personnel
2. Perform check of cargo	<ul style="list-style-type: none"> a. Cargo/containers are checked ensuring they are safe to handle in accordance with national standards and industry safety codes b. Unsafe or damaged cargo is identified and reported to appropriate personnel
3. Interpret and provide directions	<ul style="list-style-type: none"> a. Directions are provided using the required communications technology/mode b. Directions are confirmed ensuring any unclear instructions are checked and clarified with the relevant staff
4. Anticipate cargo transfer sequence	<ul style="list-style-type: none"> a. Cargo transfer sequence is anticipated ensuring compliance with operating procedures and safe and efficient transfer operations b. Cargo sequence is anticipated by referral to ship's stowage plans/required sheets
5. Direct crane operators and transfer loads	<ul style="list-style-type: none"> a. Crane operators are directed to work locations to ensure that cargo/containers are transferred in accordance with workplace procedures and regulatory requirements b. Crane drivers are immediately alerted to unsafe conditions, safety incidents and emergencies in accordance with workplace procedures and regulatory requirements

Range Of Variables

DIRECT CRANE OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning crane operations b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements when directing crane drivers as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Workplace procedures when directing crane operations include: <ul style="list-style-type: none"> d.1. the following of the job plan and prepared work priorities d.2. specific site operating procedures d.3. requirements for safe and efficient operations d.4. effective communications with crane operators ensuring directions are promptly and accurately understood f. Cranes may include cranes in use at transport, rail or shipping terminals or wharves g. Account may be taken of the following conditions in relation to operational safety (depending on the context of crane operations concerned): <ul style="list-style-type: none"> g.1. organisational and statutory operating requirements g.2. surface condition of the work area g.3. stacking area g.4. degree of visibility g.5. weather conditions g.6. other traffic g.7. obstacles g.8. site and nature of loads g.9. ship/vehicle/ rail movements g.10. tidal movement h. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> h.1. chemicals h.2. dangerous or hazardous substances h.3. movements of equipment, goods, materials and vehicular traffic

Range Of Variables (continued)

DIRECT CRANE OPERATIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. e-mail i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. hand signals i.8. oral, aural or signed communications j. Personnel in work area may include: <ul style="list-style-type: none"> j.1. workplace personnel j.2. site visitors j.3. contractors j.4. official representatives k. Personal protection equipment may include: <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. two-way radios k.5. protective clothing k.6. high visibility clothing l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to crane operations a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for crane and associated equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

Range Of Variables (continued)

DIRECT CRANE OPERATIONS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes, regulations, and licence/permit requirements for the operation of relevant categories of cranesa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. relevant Australian Standards, including AS2550a.4. licence, patent or copyright arrangementsa.5. water and road use and licence arrangementsa.6. export/import/quarantine/bond requirementsa.7. marine ordersa.8. relevant State/Territory OHS and environmental protection legislationa.9. workplace relations regulationsa.10. workers compensation regulations

DIRECT CRANE OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. perform checks of work area a.2. perform checks of cargo a.3. receive and interpret directions a.4. anticipate cargo transfer sequence a.5. safely direct crane operators and transfer loads a.6. communicate effectively using required technology and protocols a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to crane operations, including the Australian and International Dangerous Goods Codes b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the direction of crane operations d. Focus of operation of work systems, equipment, management and site operating systems for crane operations e. Problems that may occur during crane operations and appropriate action that can be taken to resolve the problems f. Relevant handling and safety codes g. Types of cranes used to transfer loads at transport, rail or shipping terminals or wharves, their applications, and the regulations, procedures and precautions for their operation h. Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes i. The marking and numbering systems for cargo j. Relevant bond, quarantine or other legislative requirements k. Ability to: <ul style="list-style-type: none"> k.1. identify, select and use relevant equipment, processes and procedures when directing crane operations k.2. modify activities depending on differing workplace contexts, risk situations and environments k.3. read and interpret instructions, procedures and labels relevant to the direction of crane operations k.4. identify cargo, container and goods, coding, ADG / IMDG markings and, where applicable, emergency information panels k.5. estimate the size, shape and special requirements of loads k.6. receive, acknowledge, send messages and give signals using required communications equipment and protocols while directing crane operations

Evidence Guide (continued)

DIRECT CRANE OPERATIONS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to direct crane operations, and/ora.2. direct crane operations in an appropriate range of operational workplace situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. performing checks of work areaa.2. performing checks of cargoa.3. receiving and interpreting directionsa.4. anticipating cargo transfer sequencea.5. safely directing crane operators and transferring loadsa.6. communicating effectively using the required technology and protocolsa.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace contexta.8. following the designated work plan for the jobb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant codes of practice regulations and licence/permit requirements pertaining to the directing of crane operationsb.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substancesb.3. workplace procedures and instructions (including safety, emergency, security and housekeeping procedures)b.4. OHS policies and proceduresb.5. issue resolution proceduresb.6. obtaining assistance from other team members when requiredb.7. relevant guidelines relating to the safe use of equipmentb.8. customer service and quality assurance procedures and policiesb.9. environmental protection proceduresc. Action is taken promptly to take required action and alert crane driver about any accidents, incidents or difficulties when directing crane operations in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

DIRECT CRANE OPERATIONS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to operate a forklift, including checking forklift condition, driving the forklift to fulfil operational requirements, monitoring site conditions and monitoring and maintaining forklift performance. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant State/Territory OHS Authority.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements concerning the safe operation of forklifts

ELEMENT	PERFORMANCE CRITERIA
1. Check forklift condition	<ul style="list-style-type: none"> a. Condition of forklift is checked for compliance with OHS and workplace requirements for warning devices, manufacturer's specifications and the nature of the load shifting task b. Attachments are checked to ensure appropriate adjustment and operation c. Mirrors and seats are adjusted for safe operation by the driver d. Log books are checked and appropriate workplace documentation is completed in accordance with workplace requirements
2. Drive the forklift	<ul style="list-style-type: none"> a. Forklift is started, steered, manoeuvred, positioned and stopped in accordance with regulations and manufacturer's instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage c. Operational hazards are identified and/or anticipated and avoided or controlled through defensive driving and appropriate hazard control techniques d. Forklift is driven in reverse, maintaining visibility and achieving accurate positioning e. The forklift is parked, shut down and secured in accordance with manufacturer's specifications, regulations and workplace procedures
3. Operate a forklift to handle loads	<ul style="list-style-type: none"> a. The lifting task to be undertaken is appropriately planned and the correct lifting truck and attachments are selected b. The load is lifted, carried, lowered and set down in accordance with OHS legislation, manufacturer's specifications and company procedures
4. Monitor site conditions	<ul style="list-style-type: none"> a. When selecting the most efficient route, hazards and traffic flow are identified and appropriate adjustments are made b. Site conditions are assessed to enable safe operations and to ensure no injury to people or damage to property, equipment, loads or facilities occurs
5. Monitor and maintain forklift performance	<ul style="list-style-type: none"> a. Performance and efficiency of vehicle operation is monitored during use b. Defective/irregular performance and malfunctions reported to relevant personnel c. Forklift records are maintained/updated in accordance with workplace procedures and legislative requirements

Range Of Variables

OPERATE A FORKLIFT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Operation of a forklift must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory authority b. Operation of a forklift is performed under some supervision, generally within a team environment c. Operation of a forklift involves the application of routine equipment operation principles and procedures to maintain the safety and operation of a forklift in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Types of forklift may include counterbalance trucks, reach trucks and pallet trucks b. Operations may be carried out in typical forklift operational situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road or worksite b.5. while at a workplace c. Customers may be internal or external d. Workplaces may comprise large, medium or small worksites e. Work may be conducted in: <ul style="list-style-type: none"> e.1. restricted spaces e.2. exposed conditions e.3. controlled or open environments f. Loads to be shifted may require special precautions g. Loads to be shifted may be: <ul style="list-style-type: none"> g.1. irregularly shaped g.2. packaged or unpackaged g.3. labelled or unlabelled g.4. palletted or unpalletted h. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> h.1. chemicals h.2. dangerous or hazardous substances h.3. movements of equipment, goods and materials i. Personnel in the work area may include: <ul style="list-style-type: none"> i.1. workplace personnel i.2. site visitors i.3. contractors i.4. official representatives j. Forklift handling procedures may include: <ul style="list-style-type: none"> j.1. starting a forklift j.2. steering and manoeuvring a forklift j.3. accelerating and braking j.4. positioning and stopping a forklift j.5. reversing a forklift j.6. operating forklift controls, instruments and indicators j.7. using defensive driving techniques j.8. managing engine performance

Range of Variables (continued)

OPERATE A FORKLIFT

<p>2. Worksite environment (continued)</p>	<p>k. Pre-operational checks may include:</p> <ul style="list-style-type: none"> k.1. visual check of forklift k.2. checking and topping up of fluid levels k.3. checks of tyres k.4. checks of operation of forklift lights and indicators k.5. checks of brakes <p>l. Hazards may include (examples only):</p> <ul style="list-style-type: none"> l.1. wet and iced operating surfaces l.2. oil on operating surface l.3. faulty brakes l.4. workplace obstacles and other operational equipment and vehicles l.5. damaged loads and pallets l.6. other personnel in work area <p>m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established procedures <p>n. Personal protection equipment may include:</p> <ul style="list-style-type: none"> n.1. gloves n.2. safety headwear and footwear n.3. safety glasses n.4. two-way radios n.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes, including IMDG markings and HAZCHEM signs a.2. manifests, bar codes, picking slips, merchandise transfers, stock requisitions, goods and container identification a.3. Australian Standard 2359 - Industrial Truck Code a.4. manufacturer's specifications for forklift and associated equipment a.5. operations and service record book or log a.6. workplace procedures and policies for the operation of forklifts a.7. supplier and/or client instructions a.8. ADG Code and material safety data sheets a.9. regulatory requirements concerning the use of forklifts a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations pertaining to the operation of forklifts a.2. relevant codes and standards, including Australian Standard 2359 - Industrial Truck Code a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory fatigue management regulations a.5. relevant State/Territory environmental protection legislation

OPERATE A FORKLIFT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. operate a forklift safely in a workplace environment a.2. handle loads and drive defensively a.3. manage forklift controls, read instruments and adjust engine power to site requirements a.4. locate, interpret and apply relevant information a.5. carry out pre-operational checks on a forklift a.6. work effectively with colleagues a.7. convey information in written and oral form a.8. maintain workplace records a.9. use workplace colloquial and technical language and communication technologies in the workplace context a.10. meet relevant regulatory requirements
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that are part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant duty of care requirements pertaining to the operation of a forklift b. Relevant OHS and environmental procedures and regulations c. Forklift controls, instruments and indicators and their use d. Forklift handling procedures e. Procedures to be followed in the event of an operational emergency f. Engine power management and safe operating strategies g. Efficient driving techniques h. Pre-operational checks carried out on forklift and related action i. Site layout and obstacles j. Operating hazards and related defensive driving and hazard control techniques k. Principles of stress management when driving a forklift l. Workplace operating procedures m. Ability to identify points of balance and safe lifting positions on a range of loads when operating a forklift n. Ability to read instructions, procedures and signage relevant to the operation of a forklift o. Ability to monitor and anticipate operational hazards and take appropriate action
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to operate a forklift to carry out a range of load shifting operations in a workplace, and/or a.2. operate a forklift to shift loads in an appropriate range of operational situations

Evidence Guide (continued)

OPERATE A FORKLIFT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. operating a forklift safely in workplace environment a.2. handling loads and driving defensively a.3. managing forklift controls, reading instruments and adjusting engine power to site requirements a.4. locating, interpreting and applying relevant information a.5. carrying out pre-operational checks a.6. working effectively with colleagues a.7. conveying information in relevant form a.8. maintaining workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory regulations and licence requirements pertaining to forklift operation b.2. OHS policies and procedures b.3. identification of operational hazards and the use of appropriate defensive driving and hazard control techniques b.4. workplace procedures and work instructions (including security and housekeeping procedures) b.5. forklift manufacturer's guidelines and instructions b.6. environmental protection procedures when operating a forklift and carrying out pre-operational checks <p>c. Action is taken promptly to report and/or rectify accidents, incidents and any identified faults or malfunctions in accordance with manufacturer's instructions, regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory forklift licensing authority</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	1	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to operate a forklift with specialised attachments or all-terrain equipment, including checking attachments and worksite for suitability, selecting the type of forklift and accessories for required load shifting tasks, and shifting load and completing work in accordance with operational requirements. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant State/Territory OHS Authority.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements concerning the safe specialised operation of forklifts.

ELEMENT	PERFORMANCE CRITERIA
1. Check attachments and worksite for suitability	<ul style="list-style-type: none"> a. Suitable work site is selected for operations b. Work area is checked for overhead obstructions and proximity to service delivery lines c. Barriers or warning signs are erected in areas subject to passing traffic d. Attachments and platforms are securely fixed to carriage or tines e. Personnel support platforms are inspected to ensure compliance with the relevant Australian Standard
2. Select type of forklift and accessories for the required workplace task	<ul style="list-style-type: none"> a. Special equipment, accessories or attachments are identified to match load characteristics and work requirements b. Appropriate specialised equipment is selected c. Existing attachments are removed and stored according to workplace procedures d. Specialised equipment is fitted according to manufacturer's instructions and workplace procedures e. Designated staff are notified regarding specialist operations
3. Shift load and complete work	<ul style="list-style-type: none"> a. Equipment is operated within safe working limits and to maximise efficiency of operations b. Load is lifted, carried and set down in accordance with workplace and manufacturer's procedures and regulatory requirements c. Documentation is completed reporting any damage or faults to goods or equipment d. Specialist equipment and forklift are returned to appropriate storage/parking area

Range Of Variables

CONDUCT SPECIALISED FORKLIFT OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Specialised operation of a forklift must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory authority b. Specialised operation of a forklift is performed under some supervision, generally within a team environment c. Specialised operation of a forklift involves the application of equipment operation principles and procedures to maintain the safety and specialised operation of a forklift in a wide variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Types of forklift may include counterbalance trucks, reach trucks, pallet trucks, container-handling heavy forklifts, vacuum and top frame b. Specialised forklift operations may be carried out in typical forklift operational situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road or worksite b.5. while at a workplace c. Customers may be internal or external d. Workplaces may comprise large, medium or small worksites e. Specialised forklift may be used to assist in a range of workplace tasks, including: <ul style="list-style-type: none"> e.1. stock/goods/container handling e.2. loading and unloading vehicles e.3. stacking stock and goods e.4. lifting and moving equipment e.5. transporting materials and goods in a workplace f. Work may be conducted in: <ul style="list-style-type: none"> f.1. restricted spaces f.2. exposed conditions f.3. controlled or open environments g. Loads to be shifted may require special precautions h. Specialised forklift operations may involve the use of a range of attachments and accessories, including: <ul style="list-style-type: none"> h.1. spikes h.2. drum carriers h.3. bale carriers h.4. tines h.5. personnel carriers h.6. high reaching h.7. pantograph h.8. jibs h.9. paper clamps h.10. hooks h.11. side lifters

Range of Variables (continued)

CONDUCT SPECIALISED FORKLIFT OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Loads to be shifted may be: <ul style="list-style-type: none"> i.1. irregularly shaped i.2. packaged or unpackaged i.3. labelled or unlabelled i.4. palleted or unpalleted i.5. containerised j. Personnel in the work area may include: <ul style="list-style-type: none"> j.1. workplace personnel j.2. site visitors j.3. contractors j.4. official representatives k. Forklift operational procedures may include: <ul style="list-style-type: none"> k.1. starting a forklift (including pre-start checks) k.2. steering and manoeuvring a forklift k.3. accelerating and braking k.4. positioning and stopping a forklift k.5. reversing a forklift k.6. operating forklift controls, instruments and indicators k.7. using defensive driving techniques k.8. managing engine performance l. Pre-operational checks may include but are not limited to: <ul style="list-style-type: none"> l.1. visual checking of forklift and its associated accessories and equipment l.2. checking and topping up of fluid levels l.3. checks of tyres l.4. checks of operation of forklift lights and indicators l.5. checks of brakes m. Post-operational checks may include but are not limited to: <ul style="list-style-type: none"> m.1. parking in a safe place m.2. shutting down forklift m.3. lowering all equipment m.4. visually checking for faults or damage n. Hazards may include (examples only): <ul style="list-style-type: none"> n.1. wet and iced operating surfaces n.2. oil on operating surface n.3. faulty brakes n.4. workplace obstacles and other operational equipment and vehicles n.5. damaged loads and pallets n.6. other personnel in work area o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures

Range Of Variables (continued)

CONDUCT SPECIALISED FORKLIFT OPERATIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>p. Personal protection equipment may include:</p> <ul style="list-style-type: none"> p.1. gloves p.2. safety headwear and footwear p.3. safety glasses p.4. two-way radios p.5. high visibility clothing
3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes, including IMDG markings and HAZCHEM signs a.2. manifests, bar codes, picking slips, merchandise transfers, stock requisitions, goods and container identification a.3. Australian Standard 2359 - Industrial Truck Code a.4. manufacturer's specifications for forklift and associated accessories and equipment a.5. operations and service record book or log a.6. workplace procedures and policies for the operation of forklifts a.7. supplier and/or client instructions a.8. material safety data sheets a.9. regulatory requirements concerning the use of forklifts a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations pertaining to the operation of forklifts a.2. relevant codes and standards, including Australian Standard 2359 - Industrial Truck Code a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory fatigue management regulations a.5. relevant State/Territory environmental protection legislation

CONDUCT SPECIALISED FORKLIFT OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. carry out specialised forklift operations safely in a workplace environment a.2. handle loads and drive defensively a.3. manage forklift controls, ancillary accessories and equipment, read instruments and adjust engine power to site requirements a.4. locate, interpret and apply relevant information a.5. carry out pre-operational checks on a forklift and accessories a.6. work effectively with colleagues a.7. convey information in written and oral form a.8. maintain workplace records a.9. use workplace colloquial and technical language and communication technologies in the workplace context a.10. meet relevant regulatory requirements for specialised forklift operations
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that are part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant duty of care requirements pertaining to the specialised operation of a forklift b. Relevant OHS and environmental procedures and regulations c. Forklift controls, instruments and indicators and their use d. Types of forklift accessories and ancillary equipment, their purposes and procedures for their use e. Handling procedures for forklifts involved in specialised operations f. Procedures to be followed in the event of an operational emergency g. Engine power management and safe operating strategies h. Efficient driving techniques i. Pre-operational checks carried out on forklift and accessories and related action j. Site layout and obstacles k. Operating hazards and related defensive driving and hazard control techniques l. Principles of stress management when driving a forklift m. Workplace operating procedures n. Ability to identify points of balance and safe lifting positions on a range of loads when operating a forklift (including accessories) o. Ability to read instructions, procedures and signage relevant to the operation of a forklift p. Ability to monitor and anticipate operational hazards and take appropriate action

CONDUCT SPECIALISED FORKLIFT OPERATIONS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out specialised forklift operations in a workplace, and/ora.2. carry out specialised forklift operations in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. carrying out specialised forklift operations in a workplace environmenta.2. handling loads and driving defensivelya.3. managing forklift controls, ancillary accessories and equipment, reading instruments and adjusting engine power to site requirementsa.4. locating, interpreting and applying relevant informationa.5. carrying out pre-operational checksa.6. working effectively with colleaguesa.7. conveying information in relevant forma.8. maintaining workplace recordsb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant State/Territory regulations and licence requirements pertaining to specialised forklift operationb.2. OHS policies and proceduresb.3. identification of operational hazards and the use of appropriate defensive driving and hazard control techniquesb.4. workplace procedures and work instructions (including security and housekeeping procedures)b.5. manufacturer's guidelines and instructions for the forklift and accessoriesb.6. environmental protection procedures when operating a forklift and carrying out pre-operational checksc. Action is taken promptly to report and/or rectify accidents, incidents and any identified faults or malfunctions in accordance with manufacturer's instructions, regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

CONDUCT ADVANCED FORKLIFT OPERATIONS

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory forklift licensing authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to operate specialised load shifting equipment in accordance with workplace requirements and relevant regulatory requirements, including planning work for the current working conditions; using controls and equipment operating systems to manage movement of the unit and accessory operations; locating load and identifying load characteristics; moving materials and loads; monitoring and operating controls; and stopping, parking and securing equipment after operation.

Equipment may include reach stackers, straddle trucks, excavators, front-end loaders (over 10 tonne), and bulldozers (operating as required in warehouses, transport and shipping terminals, and in the holds of ships).

ELEMENT	PERFORMANCE CRITERIA
<p>1. Plan work for the current working conditions</p>	<ul style="list-style-type: none"> a. Traffic flow and work area conditions are constantly assessed and anticipated to allow safe operation to ensure no injury to people, or damage to equipment, loads or facilities b. Characteristics of the load are taken into account to ensure that, where applicable, appropriate attachments are used to transport the load c. Any occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel
<p>2. Use controls and equipment operating systems to manage movement of the unit and accessory operations</p>	<ul style="list-style-type: none"> a. Equipment is prepared and any appropriate attachment fitted b. Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and starting engine c. Engine is started in accordance with manufacturer's guidelines to bring the engine to speed d. Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturer's specifications and enterprise safety requirements e. Engine power is managed for efficiency of equipment movement and economy of equipment operations f. Equipment operations are conducted within manufacturer's specified torque range g. Any faults or damage to equipment are immediately reported to the appropriate personnel

<p>3. Locate load and identify load characteristics</p>	<ul style="list-style-type: none"> a. Load is located and identified according to instructions b. Loading and unloading plans are followed to ensure efficiency and safety of operations c. Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed d. Hazardous goods are identified and relevant procedures are taken into account when planning and conducting the work e. Load weight and dimensions are within the capacity of the equipment
<p>4. Move materials and loads</p>	<ul style="list-style-type: none"> a. Equipment is manoeuvred and positioned using smooth and controlled movements b. Manoeuvres are within the limits of the equipment and in line with manufacturer's specifications c. Materials are moved ensuring no injury to personnel or damage to equipment or goods
<p>5. Monitor and operate controls</p>	<ul style="list-style-type: none"> a. Equipment controls are monitored and operated in accordance with manufacturer's operating instructions b. Control systems are understood and acted upon in accordance with statutory authority regulations, manufacturer's guidelines and site operating procedures c. Control faults are identified and reported in accordance with manufacturer's instructions and workplace guidelines
<p>6. Stop, park and secure equipment</p>	<ul style="list-style-type: none"> a. Equipment is brought to a controlled halt within manufacturer's guidelines b. Equipment is parked without injury to personnel or damage to equipment, loads or facilities in accordance with company procedures c. Equipment is secured on a flat, even surface and not close to doorways, aisles, access-ways or blind corners and in accordance with securing procedures for the appropriate equipment

Range Of Variables

OPERATE SPECIALISED LOAD SHIFTING EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes, regulations, licence and/or permit and workplace requirements relevant to operation of the specialised load shifting equipment concerned b. Safety checks and equipment tests are performed under limited supervision c. Work involves the application of regulatory requirements and workplace procedures to the operation of specialised load shifting equipment in the stevedoring, transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. holds on ships d.3. exposed conditions d.4. controlled or open environments d.5. even or uneven surfaces d.6. wet or dry surfaces e. Equipment may include: <ul style="list-style-type: none"> e.1. reach stackers e.2. straddle trucks e.3. excavators e.4. front-end loaders (over 10 tonne) e.5. bulldozers (both in transport and shipping terminals and in the holds of ships) e.6. straddle carriers f. Requirements for work may include: <ul style="list-style-type: none"> f.1. site restrictions and procedures f.2. use of safety and personal protection equipment f.3. communications equipment f.4. specialised lifting and/or handling equipment f.5. additional gear and equipment f.6. noise restrictions f.7. hours of operations f.8. authorities and permits g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals and fumes g.2. dangerous or hazardous substances g.3. stationary and moving machinery, goods, materials and vehicular traffic g.4. contamination of, or from, materials being handled g.5. service lines g.6. spills, leakages and ruptures g.7. dust/vapours g.8. faulty gear/equipment/tools

Range Of Variables (continued)

OPERATE SPECIALISED LOAD SHIFTING EQUIPMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Consultative processes may involve:</p> <ul style="list-style-type: none"> h.1. workplace personnel including supervisors and managers h.2. equipment manufacturers and suppliers h.3. site visitors and contractors h.4. union representatives, industrial relations and OHS specialists h.5. other professional or technical staff <p>i. Communication in the work area may include:</p> <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. e-mail i.4. Internet i.5. electronic data interchange (EDI) i.6. RF communications i.7. bar code readers i.8. oral, aural or signed communications <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. respirators and fume masks j.6. protective clothing j.7. high visibility clothing <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures

Range Of Variables (continued)

OPERATE SPECIALISED LOAD SHIFTING EQUIPMENT

3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none">a.1. workplace procedures and policies for the operation of the specialised load shifting equipment concerneda.2. goods identification numbers and codesa.3. manifests, picking slips, merchandise transfers, stock requisitions and bar codesa.4. manufacturer's specifications for equipment/toolsa.5. equipment identification labels, bar codes and serial numbersa.6. supplier and/or client instructionsa.7. relevant OHS requirements and policiesa.8. relevant Australian standards and certification requirementsa.9. material safety data sheets where applicablea.10. codes of practice including the National Standards for Manual Handling and the Industry Safety Codea.11. relevant legislation, regulations and related documentation including the ADG Codea.12. award, enterprise bargaining agreement and other industrial arrangementsa.13. quality assurance proceduresa.14. emergency procedures
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none">a.1. relevant codes, regulations and licence/permit requirements pertaining to the operation of the specialised load shifting equipment concerned including the ADG Code (where applicable)a.2. relevant State/Territory OHS legislationa.3. relevant State/Territory environmental protection legislationa.4. relevant Australian standards and certification requirementsa.5. licence, patent or copyright arrangementsa.6. water and road use and licence arrangementsa.7. export/import/quarantine/bond requirementsa.8. workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislationa.9. workers compensation regulations

OPERATE SPECIALISED LOAD SHIFTING EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. plan work for the prevailing working conditions a.2. use controls and equipment operating systems to manage movement of the unit and accessory operations a.3. locate load and identify load characteristics a.4. move materials and loads a.5. monitor and operate controls a.6. stop, park and secure equipment a.7. determine (any) required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain workplace records and documentation a.11. identify and safely handle equipment and goods a.12. apply hierarchy of hazard control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the operation of specialised load shifting equipment, including, where relevant, the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the operation of the specialised load shifting equipment d. Focus of operation of work systems, equipment, management and site operating systems for the operation of the specialised load shifting equipment e. The purpose, characteristics, capabilities, requirements and limitations of the specialised load shifting equipment f. Conveyed materials' potential for toxicity, reactivity, material grade, type and purpose including information from relevant material safety data sheets and ADG Code documentation (where applicable) g. Problems that may occur when operating specialised load shifting equipment and appropriate action that can be taken to resolve the problems h. Operational safety requirements and precautions for the specialised load shifting equipment concerned i. Documentation and record requirements j. Housekeeping standards procedures required in the workplace k. Site layout and obstacles l. Relevant permit and licence requirements m. Ability to select and use relevant gear and accessories when operating specialised load shifting equipment n. Ability to plan own work including predicting consequences and identifying improvements

Evidence Guide (continued)

OPERATE SPECIALISED LOAD SHIFTING EQUIPMENT

<p>3. Required knowledge and skills (continued)</p>	<ul style="list-style-type: none"> o. Ability to modify activities depending on differing workplace contexts, risk situations and environments p. Ability to read and interpret instructions and procedures relevant to the specialised load shifting equipment concerned q. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to operate specialised load shifting equipment, and/or a.2. operate specialised load shifting equipment in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. planning work for the prevailing working conditions a.2. using controls and equipment operating systems to manage movement of the unit and accessory operations a.3. locating load and identifying load characteristics a.4. moving materials and loads a.5. monitoring and operating controls a.6. stopping, parking and securing equipment b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and regulations including the ADG Code (where applicable) b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions concerning the operation of specialised load shifting equipment (including housekeeping and security procedures) b.4. manufacturer's instructions for the operation of the specialised load shifting equipment concerned b.5. procedures for the use of relevant personal protection equipment b.6. quality assurance procedures and policies b.7. environmental protection procedures c. Action is taken promptly to report any accidents, incidents or difficulties when operating specialised load shifting equipment in accordance with OHS and regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

OPERATE SPECIALISED LOAD SHIFTING EQUIPMENT

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to move materials mechanically using automated equipment such as automatic guided vehicles, tow motors, high level order pickers, conveyor systems, and mechanised pallet movers. This includes selecting appropriate mechanical moving equipment (where relevant), moving materials/goods in accordance with operational requirements, checking condition of materials/goods and completing all required documentation.

Persons achieving competence in this unit will need to fulfil all of the relevant Australian and State/Territory regulations and codes concerned with the handling of goods and materials, including dangerous goods and materials where relevant.

ELEMENT	PERFORMANCE CRITERIA
1. Select load moving equipment	a. The mechanised handling equipment, the route to be taken and procedures to be used are selected appropriate to the characteristics of the goods b. Dangerous goods and hazardous materials are identified and handled in accordance with codes of practice, OHS requirements and workplace procedures
2. Move goods	a. Goods are moved using the selected materials handling equipment in accordance with occupational health and safety regulations, manufacturer's instructions and company procedures b. Problems in the movement of goods and materials using the automated equipment are identified and are reported in accordance with workplace procedures
3. Check goods and complete documentation	a. Moved goods are inspected for possible damage during transit/movement and appropriate action is taken b. All required documentation is completed for the tracking of the moved goods in accordance with company requirements

Range Of Variables

MOVE MATERIALS MECHANICALLY USING AUTOMATED EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant OHS regulations concerning the movement of materials mechanically using automated equipment b. Work is performed under limited or minimum supervision c. Work involves the application of the basic principles and routine procedures for the safe movement of materials mechanically using automated equipment
2. Worksite environment	<ul style="list-style-type: none"> a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions: b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Mechanised equipment may include a range of goods and materials handling equipment such as: <ul style="list-style-type: none"> e.1. automatic guided vehicle e.2. tow motors e.3. high level order picker e.4. conveyor system e.5. mechanised pallet mover f. Personal protection equipment may include: <ul style="list-style-type: none"> f.1. gloves f.2. safety headwear and footwear f.3. safety glasses f.4. two-way radios f.5. high visibility clothing g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods and materials g.4. moving and rotating equipment and vehicles h. Personnel in the work area may include: <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications

Range Of Variables (continued)

MOVE MATERIALS MECHANICALLY USING AUTOMATED EQUIPMENT

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, goods and container identification a.3. manufacturer's instructions concerning the use and servicing of automated mechanical equipment a.4. workplace procedures and policies a.5. supplier and/or client instructions a.6. material safety data sheets a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. relevant legislation, regulations and related documentation a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory OHS legislation a.2. relevant State/Territory environmental protection legislation a.3. workplace relations regulations a.4. workers compensation regulations a.5. ADG Code and regulations

MOVE MATERIALS MECHANICALLY USING AUTOMATED EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. use automated equipment to move loads mechanically a.2. identify risks to self, others and equipment when using automated equipment to move materials and take appropriate precautions to minimise the risks a.3. estimate effect of load and operating limitations of automated equipment a.4. locate, interpret and apply relevant information a.5. maintain workplace records a.6. use workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS procedures and guidelines concerning the use of automated equipment to move loads mechanically b. Risks when using automated equipment to move loads and related precautions to control the risks c. Workplace procedures and policies for the movement of materials and goods using automated equipment d. Housekeeping standards and procedures required in the workplace e. Site layout and obstacles f. Ability to modify activities depending on differing workplace contexts, risk situations and environments g. Ability to read and comprehend simple statements in English h. Ability to identify containers and goods coding, IMDG markings and where applicable emergency information panels i. Ability to estimate the size shape and special requirements of loads
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to mechanically move materials and goods safely using automated equipment, and/or a.2. mechanically move materials and goods safely using automated equipment in an appropriate range of operational situations

MOVE MATERIALS MECHANICALLY USING AUTOMATED EQUIPMENT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. using automated equipment to move loads mechanically a.2. identifying risks to self, others and equipment when using automated equipment to move materials and taking appropriate precautions to minimise the risks a.3. estimating effect of load and operating limitations of equipment a.4. locating, interpreting and applying relevant information a.5. maintaining workplace records a.6. using workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. OHS regulations and hazard prevention policies and procedures b.2. workplace procedures and work instructions concerning the use of automated equipment to mechanically move materials and goods b.3. obtaining assistance from other team members when required b.4. housekeeping procedures b.5. environmental protection procedures when shifting materials <p>c. Action is taken promptly to report and/or rectify any potential difficulties in safely moving materials/goods mechanically using automated equipment in accordance with OHS requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to load and unload vehicles carrying special loads, including loading and unloading the special load onto and from the vehicle, securing and protecting the vehicle and the load, and completing all required documentation.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory regulations and codes concerning the loading and unloading of the special load concerned, including, where relevant, mass and loading regulations and regulations dealing with oversize and overmass permits.

ELEMENT	PERFORMANCE CRITERIA
1. Load and unload vehicle	<ul style="list-style-type: none"> a. Load characteristics are identified and taken into account when determining appropriate loading and unloading procedures b. Hazardous cargo is identified and handled in accordance with required procedures for hazardous and dangerous cargo c. Vehicle is loaded demonstrating compliance with vehicle loading regulations and workplace safety requirements d. Lifting aids and appliances are selected and used to aid loading procedures in compliance with workplace procedures and safety legislation e. Vehicle is unloaded or partially unloaded in a safe and efficient manner taking into account suitable locations, stowage, safe use of equipment and the balance of the remaining load f. Ancillary equipment is operated in accordance with company procedures and manufacturer's instructions during loading and unloading operations
2. Secure and protect vehicle and load	<ul style="list-style-type: none"> a. The vehicle load is secured using the correct load restraint and protection equipment for different loads, vehicles and carriage conditions b. The load is protected in accordance with legal and workplace safety requirements c. The distribution of the load is checked to ensure that it is even, legal and within the safe working capacity of the vehicle
3. Complete documentation	<ul style="list-style-type: none"> a. The loaded vehicle is inspected and checked for security to travel b. All required transportation documentation for the cargo is completed in accordance with workplace requirements

Range Of Variables

LOAD AND UNLOAD VEHICLES CARRYING SPECIAL LOADS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence and permit requirements and regulations of the relevant State/Territory roads and traffic authority as well as the specific code, regulatory and permit requirements pertaining to the special load being carried b. Work is performed under some supervision generally within a team environment c. Work involves the application of the basic principles, routine procedures and regulatory requirements to the loading and unloading of vehicles designed to carry special loads
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle may include all vehicles designed to carry special loads, for example, concrete agitator, livestock transporter, armoured car, tanker, refrigerated vehicle, waste vehicle, fresh produce vehicle, car carrier, container carrier, recovery vehicle, and vehicles carrying dangerous goods or explosives b. Loading and unloading operations may be conducted in a range of work environments and weather conditions by day or night c. Customers may be internal or external d. Workplaces may comprise large, medium or small worksites e. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments f. Loads to be shifted may be: <ul style="list-style-type: none"> f.1. irregularly shaped f.2. packaged or unpackaged f.3. labelled or unlabelled f.4. palletted or unpalletted g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods and materials h. Personnel in the work area may include: <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications j. Loading operations may be carried out both manually and with the aid of lifting equipment and/or appliances

Range Of Variables (continued)

LOAD AND UNLOAD VEHICLES CARRYING SPECIAL LOADS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs a.2. manifests, bar codes, goods and container identification a.3. manufacturer's specifications for equipment/tools a.4. workplace procedures and policies a.5. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.6. supplier and/or client instructions a.7. material safety data sheets a.8. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.9. National Load Restraint Guide a.10. Australian Truck Drivers Manual a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. relevant standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. State/Territory mass and loading regulations a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.2.5. Code of Practice for the Safe Transport of Radioactive Substances a.2.6. State/Territory legislation covering the safe handling of infectious substances a.3. relevant State/Territory environmental protection legislation a.4. relevant State/Territory OHS legislation

LOAD AND UNLOAD VEHICLES CARRYING SPECIAL LOADS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify special load characteristics, required loading equipment and related practices a.2. identify class and subsidiary risk labels for dangerous goods a.3. follow ADG Code where applicable a.4. safely load and unload special loads following workplace procedures for the special load concerned a.5. distribute and secure special load for safe transport in accordance with the relevant regulations for the special load concerned a.6. locate, interpret and apply relevant information a.7. provide customer/client service and work effectively with others a.8. convey information in written and oral form when loading/unloading a.9. maintain workplace loading/unloading records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory mass and loading regulations and regulations pertaining to the various types of special loads, including ADG and AEG Code where applicable b. OHS and procedures and guidelines concerning the lifting and movement of loads c. Characteristics of various types of special loads d. Risks and hazards when loading and unloading various types of special loads and related precautions to control the risk e. Workplace procedures and policies for the loading and unloading of vehicles designed to carry special loads f. Housekeeping standards procedures required in the workplace g. Methods of securing various types of special loads h. Site layout and obstacles i. Ability to identify and correctly use equipment required to load and unload the various types of special loads j. Ability to modify activities depending on differing workplace contexts, risk situations and environments k. Ability to read and comprehend simple statements in English l. Ability to identify containers and goods coding, IMDG markings and where applicable emergency information panels m. Ability to estimate the size, shape and special requirements of loads n. Ability to safely use manual handling techniques and to operate manually-operated load shifting equipment

LOAD AND UNLOAD VEHICLES CARRYING SPECIAL LOADS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to load and unload vehicles carrying special loads, and/or a.2. load and unload vehicles carrying special loads in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying special load characteristics, required loading equipment and related practices a.2. identifying class and subsidiary risk labels for dangerous goods a.3. following ADG Code where applicable a.4. safely loading and unloading special loads following workplace procedures for the special load concerned a.5. distributing and securing special load for safe transport in accordance with the relevant regulations for the special load concerned a.6. locating, interpreting and applying relevant information for the special load concerned a.7. providing customer/client service and working effectively with others a.8. conveying information in written and oral form when loading/unloading a.9. maintaining workplace loading/unloading records a.10. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. mass and loading regulations and procedures b.2. regulations pertaining to the special loads concerned including ADG and AEG Code where applicable b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the loading and unloading of the special loads concerned b.5. relevant guidelines relating to the use of loading/unloading equipment b.6. housekeeping procedures b.7. environmental protection procedures when shifting materials <p>c. Action is taken promptly to report any accidents, incidents or potential difficulties in loading and unloading special loads in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

LOAD AND UNLOAD VEHICLES CARRYING SPECIAL LOADS

6. Context for assessment

- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	1	2	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to identify and label explosives and dangerous goods, including assessing explosives/dangerous goods, handling explosives/dangerous goods in accordance with regulatory requirements, and labelling explosives/dangerous goods in accordance with regulatory requirements.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory regulations and codes concerning the identification and labelling of explosives and dangerous goods.

ELEMENT	PERFORMANCE CRITERIA
1. Assess explosives/dangerous goods	<ul style="list-style-type: none"> a. Load is checked for dangerous goods/explosives in accordance with the relevant codes and government regulations b. Types of dangerous goods and explosives are identified from labels, DG declarations and placarding in accordance with workplace procedures and all required action is taken to ensure compliance with relevant government regulations and ADG / AEG Codes as applicable c. Hazards posed by load are identified from labels, HAZCHEM Codes and, if required, manufacturer's safety data sheets
2. Handle explosives/dangerous goods	<ul style="list-style-type: none"> a. Identified explosives/dangerous goods and explosives are handled and loaded/unloaded in accordance with relevant codes and government regulations, National Load Restraint Guide, and employer policy b. Appropriate personal protective equipment is used when handling dangerous goods and explosives in accordance with class, subsidiary risk and HAZCHEM information c. Handling of different types of load takes into account the identified hazards posed by the dangerous goods/explosives concerned d. When loading/storing dangerous goods/explosives, segregation procedures are followed according to the class and subsidiary risk information
3. Label explosives/dangerous goods	<ul style="list-style-type: none"> a. All packages/containers are labelled with the class and subsidiary risk in accordance with ADG / AEG Codes as applicable b. A dangerous goods declaration is included with manifest and other shipping documents c. Vehicles carrying explosives/dangerous good or explosives are placarded in accordance with ADG / AEG Codes as applicable
4. Complete documentation	<ul style="list-style-type: none"> a. All required transport documents are completed in accordance with ADG / AEG Codes as applicable

Range Of Variables

IDENTIFY AND LABEL EXPLOSIVES AND DANGEROUS GOODS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the codes and regulations of the relevant Australian State/Territory authorities concerned with the carriage of explosives and dangerous goods including the ADG and AEG Codes b. Work is performed under limited or minimum supervision c. Work involves the application of standard procedures and regulatory requirements for the identification and labelling of explosives and dangerous goods
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. a workplace, warehouse or depot d.5. in a vehicle on the road d.6. at a client's workplace e. Goods/cargo to be identified and classified may require special precautions for handling and storage f. Classes of dangerous goods and explosives are as defined in the respective Australian Codes g. Standard marking and signage for identified explosives and dangerous goods is as required in the respective Australian Codes, including HAZCHEM codes h. Personnel in the work area may include: <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures

Range Of Variables (continued)

IDENTIFY AND LABEL EXPLOSIVES AND DANGEROUS GOODS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Personal protection equipment may include:</p> <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. two-way radios k.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs a.2. codes of practice including the Australian/International Dangerous Goods Codes and the Australian/International Explosives Codes a.3. manifests, bar codes, goods and container identification a.4. manufacturer's specifications for equipment/tools a.5. workplace procedures and policies for the loading and unloading of vehicles a.6. supplier and/or client instructions a.7. material safety data sheets a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.1.1. Australian and International Dangerous Goods Codes a.1.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.1.3. IATA's 'Dangerous Goods by Air' regulations a.1.4. Australian and International Explosives Codes a.2. relevant State/Territory environmental protection legislation a.3. relevant State/Territory OHS legislation

IDENTIFY AND LABEL EXPLOSIVES AND DANGEROUS GOODS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and label explosives and dangerous goods in accordance with regulatory requirements and practices a.2. locate, interpret and apply relevant codes and regulations a.3. provide customer/client service and work effectively with others a.4. convey information in written and oral form following the identification and labelling of explosives and dangerous goods a.5. maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State/Territory regulations and codes pertaining to the identification and labelling of explosives and dangerous goods including the ADG and AEG Codes b. OHS and procedures and guidelines concerning the lifting and movement of loads c. Risks and hazards when loading, unloading and handling explosives and dangerous goods, and related precautions to control the risk d. Workplace procedures and policies for the identification and labelling of explosives e. Characteristics of explosives and dangerous goods relevant to handling and transport f. Compatibility of various types of explosives and dangerous goods g. Site layout and obstacles h. Housekeeping standards procedures required in the workplace i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to identify containers and goods coding, IMDG markings and, where applicable, emergency information panels l. Ability to interpret material safety data sheets, IMDG markings and other information describing explosives and dangerous goods m. Ability to correctly mark/label explosives and dangerous goods
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to identify and label explosives and dangerous goods, and/or a.2. identify and label explosives and dangerous goods in an appropriate range of operational situations

IDENTIFY AND LABEL EXPLOSIVES AND DANGEROUS GOODS

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying and labelling explosives and dangerous goods in accordance with regulatory requirements and practices a.2. locating, interpreting and applying relevant codes and regulations a.3. providing customer/client service and working effectively with others a.4. conveying information in written and oral form following the identification and labelling of explosives and dangerous goods a.5. maintaining workplace records concerning explosives and dangerous goods a.6. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. Australian Explosives Codes, Australian Dangerous Goods Code and associated regulations b.2. mass and loading regulations and procedures b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the identification and labelling of explosives dangerous goods b.5. relevant guidelines relating to the use of loading/unloading equipment b.6. housekeeping procedures in the workplace b.7. environmental protection procedures when handling and transporting explosives and dangerous goods c. Action is taken promptly to report any accidents, incidents or potential difficulties in identification and labelling of explosives and dangerous goods in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	1	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to load and unload explosives and dangerous goods, including identifying explosives/dangerous goods, loading and unloading explosives/dangerous goods using appropriate equipment, and checking the vehicle to ensure that the load is secured and the vehicle is marked in accordance with regulatory requirements.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory regulations and codes concerning the carriage of explosives and dangerous goods.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to load and unload vehicle	<ul style="list-style-type: none"> a. Explosives and/or dangerous goods are identified and their characteristics taken into account when determining appropriate handling, loading and storage procedures including confirmation that the relevant emergency procedures are being carried out b. Compatibility of explosives and/or dangerous goods is taken into account when assembling and segregating cargo for loading c. Vehicle and/or loading equipment is checked to ensure it is suitable to handle/carry load
2. Load/unload vehicle	<ul style="list-style-type: none"> a. Vehicle is loaded/unloaded in accordance with workplace procedures and the ADG / AEG as applicable b. The load is segregated according to class and subsidiary risk and the distribution of the load checked in accordance with workplace procedures, relevant mass and loading regulations and the ADG / AEG as applicable c. Personal protective equipment is used during the loading/unloading operations as required for the type of dangerous goods/explosive concerned d. Emergency procedures are followed in the event of an incident or accident when loading or unloading explosives and/or dangerous goods e. Emergency procedures are followed in the event of a safety incident or accident when loading dangerous goods or explosives
3. Secure and protect vehicle load	<ul style="list-style-type: none"> a. The vehicle load is secured using the correct load restraint and protection equipment for different loads, vehicles and carriage conditions concerned b. The load is protected in accordance with legal and workplace safety requirements c. The distribution of the load is checked to ensure that it is even, legal and within the safe working capacity of the vehicle d. Vehicle is clearly marked/placarded to indicate the carriage of explosives and/or dangerous goods, in accordance with government regulations and company procedures

4. Check the vehicle
- a. The loaded vehicle is inspected and checked to ensure that it is suitable to carry explosives and/or dangerous goods and the load weight and dimensions are within the vehicle's safe carrying capacity and equipment capability
 - b. The loaded vehicle is checked to ensure that it can be safely parked and secured
 - c. Dangerous goods declaration and all required transportation documentation for the cargo is completed in accordance with workplace requirements

Range Of Variables

LOAD AND UNLOAD EXPLOSIVES AND DANGEROUS GOODS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Australian and State/Territory regulations including the Australian Dangerous Goods Code, the Australian Explosives Code, and mass and loading regulations b. Work is performed under limited or minimum supervision c. Work involves the application of the basic principles, routine procedures and specific regulatory requirements to the loading and unloading of explosives and dangerous goods in a range of operational situations
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited and restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. a workplace, warehouse or depot d.5. in a vehicle on the road d.6. at a client's workplace e. Goods/cargo to be loaded and unloaded may require special precautions for handling and stacking f. Classes of dangerous goods and explosives are as defined in the respective Australian Codes g. Standard placarding, marking and signage for identified explosives and dangerous goods are as required in the respective Australian Codes, including HAZCHEM codes h. Personnel in the work area may include: <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications

Range Of Variables (continued)

LOAD AND UNLOAD EXPLOSIVES AND DANGEROUS GOODS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures <p>k. Loading operations may be carried out both manually and with the aid of lifting equipment and/or appliances</p> <p>l. Load restraint procedures and equipment are as specified in mass and loading regulations and guidelines and ADG / AEG Code as applicable</p> <p>m. Personal protection equipment may include:</p> <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. safety glasses m.4. two-way radios m.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs a.2. relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Industry Safety Code, and National Standards for Manual Handling a.3. manifests, bar codes, goods and container identification/serial number a.4. material safety data sheets a.5. manufacturer's specifications for equipment/tools a.6. workplace procedures and policies for the loading and unloading of vehicles a.7. supplier and/or client instructions a.8. National Load Restraint Guide a.9. Australian Truck Drivers Manual a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

Range Of Variables (continued)

LOAD AND UNLOAD EXPLOSIVES AND DANGEROUS GOODS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. Australian and State/Territory mass and loading regulationsa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.2.5. Code of Practice for the Safe Transport of Radioactive Substancesa.2.6. State/Territory legislation covering the safe handling of infectious substancesa.3. relevant State/Territory environmental protection legislationa.4. relevant State/Territory OHS legislation

LOAD AND UNLOAD EXPLOSIVES AND DANGEROUS GOODS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. Identify load characteristics, loading equipment and related practices a.2. Label load in accordance with identified classification and subsidiary risk information a.3. Safely load and unload explosives and dangerous goods in accordance with workplace procedures and ADG / AEG Code requirements a.4. Segregate, distribute and secure load for safe transport in accordance with regulations and ADG / AEG Code requirements a.5. Mark/placard vehicle in accordance with relevant Code and regulatory requirements a.6. Locate, interpret and apply relevant information a.7. Convey information in written and oral form as required when loading/unloading explosives and dangerous goods a.8. Complete documentation and maintain workplace loading/unloading records a.9. Select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State/Territory regulations and codes pertaining to the identification, handling and marking of explosives and dangerous goods b. Relevant State/Territory mass and loading regulations c. OHS and procedures and guidelines concerning the lifting and movement of loads d. Risks and hazards when loading, unloading and handling explosives and dangerous goods, and related precautions to control the risk e. Workplace procedures and policies for the loading and unloading of explosives and dangerous goods f. Characteristics of various classes of explosives and dangerous goods relevant to handling and transport g. Compatibility of various types of explosives and dangerous goods h. Housekeeping standards procedures required in the workplace i. Methods of securing a load on a vehicle j. Methods of placarding/markings a vehicle carrying explosives/dangerous goods k. Ability to identify and correctly use equipment required to load and unload explosives/dangerous goods l. Ability to modify activities depending on differing workplace contexts, risk situations and environments m. Ability to read and comprehend simple statements in English n. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels o. Ability to estimate the size shape and special requirements of loads p. Ability to safely use manual handling techniques and to operate manually-operated load shifting equipment

LOAD AND UNLOAD EXPLOSIVES AND DANGEROUS GOODS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to load and unload explosives and dangerous goods, and/or a.2. load and unload explosives and dangerous goods in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying load characteristics, loading equipment and related practices a.2. labelling load in accordance with identified classification and subsidiary risk information a.3. safely loading/unloading explosives and dangerous goods in accordance with workplace procedures and ADG / AEG Code requirements a.4. segregating, distributing and securing load for safe transport in accordance with regulations and ADG / AEG Code requirements a.5. marking/placarding vehicle in accordance with relevant Code and regulatory requirements a.6. locating, interpreting and applying relevant information a.7. conveying information in written and oral form as required when loading/unloading explosives and dangerous goods a.8. completing documentation and maintaining workplace loading/unloading records a.9. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. Australian Explosives Code, Australian Dangerous Goods Code and associated regulations b.2. mass and loading regulations and procedures b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the identification and classification of explosives dangerous goods b.5. relevant guidelines relating to the use of loading/unloading equipment b.6. housekeeping procedures in the workplace b.7. environmental protection procedures when handling and transporting explosives and dangerous goods c. Action is taken promptly to report any accidents, incidents or potential difficulties in loading and unloading explosives/dangerous goods in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

LOAD AND UNLOAD EXPLOSIVES AND DANGEROUS GOODS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	1	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to handle furniture and effects during the course of a removal, including preparing for the removal, moving furniture items in accordance with the removal plan, and loading/unloading the furniture onto/from the removal vehicle.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for removal	<ul style="list-style-type: none"> a. Appropriate removals equipment and materials are selected and work areas are organised in consultation with the client upon arrival at the client's premises b. Hazardous items are identified through consultation with client in accordance with workplace procedures c. Protective coverings and drop cloths are placed in packing and traffic areas in accordance with workplace procedures d. Checks are made that the client has prepared specific items for removal as required by workplace policy e. Routes for the lifting and movement of furniture and effects to the vehicle are identified, and floors, pathways and/or stairs are checked to ensure they are free of obstacles and hazards before any goods are handled
2. Move furniture items	<ul style="list-style-type: none"> a. Furniture and effects are selected, lifted, moved and loaded onto the vehicle in accordance with removals documentation, OHS regulations and workplace procedures b. Special lifting and moving equipment is selected and used in accordance with OHS regulations and workplace procedures
3. Load vehicle	<ul style="list-style-type: none"> a. Vehicle/container is prepared for the loading process and furniture and effects are stowed and secured in accordance with removals documentation, client's requirements and workplace procedures b. Furniture and effects are unloaded from vehicle/container and stored in accordance with removals documentation and workplace policy c. All required removals documentation is completed in accordance with workplace requirements

Range Of Variables

HANDLE FURNITURE AND EFFECTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant industry codes of practice for the handling of furniture and effects b. Work is performed under limited or minimum supervision generally within a team environment c. Work involves the application of the basic principles and routine procedures to the handling of furniture and effects in a range of furniture removal contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Removal load may include any household and workplace furniture and effects including fridges, freezers, washing machines, bed ends, mattresses and bases, lamp shades, pendulum clocks, carpets, tables and chairs, television sets, stereo and audio equipment, computing and office equipment and furniture, upright pianos, grand pianos, lounges, armchairs b. Customers may be internal or external c. Operations may be conducted in a range of work environments and weather conditions by day or night d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. a workplace, warehouse or depot d.5. in a vehicle on the road d.6. at a client's home/workplace e. Furniture and effects to be handled may require special precautions f. Principles of loading a removal vehicle include: <ul style="list-style-type: none"> f.1. light over heavy f.2. glass turned inside f.3. handles covered f.4. proper use of hessians and pads on all items f.5. tightly pack and secure all items g. Hazards during the handling of furniture and effects may include: <ul style="list-style-type: none"> g.1. lifting injuries g.2. fire g.3. vehicle movement during furniture loading/unloading operations g.4. accident in use of equipment g.5. being run over by load shifting equipment g.6. broken glass g.7. protruding features of furniture g.8. dangerous goods h. Handling operations may be carried out both manually and with the aid of lifting equipment and/or appliance i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures

Range Of Variables (continued)

HANDLE FURNITURE AND EFFECTS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety footwear j.3. safety glasses
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. industry codes for furniture removal operations a.2. removals documentation a.3. client instructions a.4. workplace procedures and policies for the handling of furniture and effects during a removal a.5. manufacturer's specifications for equipment/tools a.6. material safety data sheets where relevant a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. State/Territory mass and loading regulations a.2. Australian Dangerous Goods Code and associated regulations a.3. relevant State/Territory environmental protection legislation a.4. relevant State/Territory OHS legislation

HANDLE FURNITURE AND EFFECTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare for a removal a.2. move furniture items in accordance with industry code of practice a.3. load/unload a removal vehicle in accordance with industry code of practice a.4. locate, interpret and apply relevant information a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form when handling furniture and effects a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. OHS and procedures and guidelines concerning the lifting and movement of loads b. Risks when handling furniture and effects during a removal and related precautions to control the risk c. Workplace procedures and policies for the handling of furniture and effects d. Specialised lifting equipment and procedures for its use e. Insurance rights and responsibilities f. Housekeeping standards and procedures during a removal g. Methods of securing a load on a removal vehicle h. Ability to identify and correctly use equipment required to handle furniture and effects i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to identify dangerous goods and other items prohibited carriage during a removal l. Ability to safely use manual handling techniques and to operate specialised lifting and load shifting equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge required to handle furniture and effects during a removal, and/or a.2. handle furniture and effects in an appropriate range of operational removal contexts

Evidence Guide (continued)

HANDLE FURNITURE AND EFFECTS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. preparing for a removal a.2. moving furniture items in accordance with industry code of practice a.3. loading/unloading a removal vehicle in accordance with industry code of practice a.4. locating, interpreting and applying relevant information a.5. providing customer/client service and working effectively with others a.6. conveying information in written and oral form when handling furniture and effects a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. industry codes of practice for removal operations b.2. Dangerous Goods Code and relevant codes and regulations b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the handling of furniture and effects b.5. relevant guidelines related to the use of specialised lifting equipment b.6. housekeeping procedures b.7. environmental protection procedures <p>c. Action is taken promptly to report any accidents, incidents or potential difficulties in handling furniture and effects in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to pack and unpack cartons during a removal, including preparing for packing, packing and unpacking cartons, and completing packing/unpacking process.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for packing	<ul style="list-style-type: none"> a. Convenient, suitable and unrestricted work area is selected and prepared in consultation with the client for either packing or unpacking b. The items for removal are identified and the order of packing is determined in accordance with removals documentation c. Cartons, protective and other materials are selected and located in an accessible area d. Items ineligible for removal are identified in accordance with industry standards and company policy and appropriate action taken in consultation with client
2. Pack and unpack cartons	<ul style="list-style-type: none"> a. Items for removal are wrapped and packed in accordance with industry standards and company procedures b. Fragile or valuable items are specially wrapped and positioned in accordance with company procedures and industry standards c. Cartons are sealed and labelled in accordance with removals documentation and company procedures d. Cartons are unpacked and goods unwrapped and stored in accordance with removals documentation and company procedures e. Hazardous items are identified and appropriately transported
3. Complete packing/unpacking process	<ul style="list-style-type: none"> a. Used cartons are folded and removed and rubbish disposed of in accordance with company procedures b. All required removals documentation is completed in accordance with company requirements

Range Of Variables

PACK AND UNPACK CARTONS DURING A REMOVAL

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant industry codes of practice for the packing and unpacking of cartons during a removal b. Work is performed under limited or minimum supervision generally within a team environment c. Work involves the application of the basic principles and routine procedures to the handling of furniture and effects in a range of furniture removal contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Items to be packed/unpacked during a removal may include for example, crockery, books, household effects and furniture, office effects and furniture, glassware, electrical/electronic equipment b. Customers may be internal or external c. Operations may be conducted in a range of work environments and weather conditions by day or night d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. a workplace, warehouse or depot d.5. in a vehicle on the road d.6. at a client's home/workplace e. Furniture and effects to be packed/unpacked may require special precautions f. Hazards during the packing and unpacking of cartons may include: <ul style="list-style-type: none"> f.1. heavy items f.2. fragile items f.3. broken glass/crockery f.4. dangerous goods g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety footwear h.3. safety glasses

Range Of Variables (continued)

PACK AND UNPACK CARTONS DURING A REMOVAL

VARIABLE	SCOPE
3. Sources of information/documents	a. Information/documents may include: a.1. industry codes for furniture removal operations a.2. removals documentation a.3. client instructions a.4. workplace procedures and policies for packing and unpacking of cartons, including identifying, handling, wrapping and packing various types of items a.5. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.6. award, enterprise bargaining agreement, other industrial arrangements a.7. standards and certification requirements a.8. quality assurance procedures a.9. emergency procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: a.1. relevant State/Territory environmental protection legislation a.2. relevant State/Territory OHS legislation

PACK AND UNPACK CARTONS DURING A REMOVAL

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. Prepare for packing a.2. Pack and unpack cartons in accordance with industry code of practice a.3. Complete packing/unpacking process a.4. Locate, interpret and apply relevant information a.5. Provide customer/client service and work effectively with others a.6. Convey information in written and oral form when packing and unpacking cartons a.7. Select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. OHS and procedures and guidelines concerning the lifting and movement of loads b. Risks when handling furniture and effects during a removal and related precautions to control the risk c. Workplace procedures and policies for the handling of furniture and effects d. Specialised lifting equipment and procedures for its use e. Insurance rights and responsibilities f. Housekeeping standards and procedures during a removal g. Methods of securing a load on a removal vehicle h. Ability to identify and correctly use equipment required to handle furniture and effects i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to identify dangerous goods and other items prohibited carriage during a removal l. Ability to safely use manual handling techniques and to operate specialised lifting and load shifting equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge required to pack and unpack cartons during a removal, and/or a.2. pack and unpack cartons in an appropriate range of operational removal contexts

Evidence Guide (continued)

PACK AND UNPACK CARTONS DURING A REMOVAL

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. preparing for packing a.2. packing and unpacking cartons in accordance with industry code of practice a.3. completing packing/unpacking process a.4. locating, interpreting and applying relevant information a.5. providing customer/client service and working effectively with others a.6. conveying information in written and oral form when packing and unpacking cartons a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. industry codes of practice for packing and unpacking cartons b.2. relevant codes and regulations b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the packing and unpacking cartons b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any accidents, incidents or potential difficulties in packing and unpacking cartons in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to prepare and care for livestock in transit, including making preparations to transport livestock, caring for and controlling livestock in transit, and using appropriate animal husbandry techniques, as required.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory regulations and codes concerning the care of livestock during transportation.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to transport livestock	<ul style="list-style-type: none"> a. Condition, quality and quantity of livestock to be transported is checked prior to transport operation in accordance with client requirements and workplace policy b. Any poor quality livestock is identified and reported to specified personnel in accordance with workplace policy c. Feed provisions and other requirements for livestock prior to and during transit are identified and organised d. Portable stockyards are assembled as required
2. Care for and control livestock in transit	<ul style="list-style-type: none"> a. Condition of livestock is regularly monitored during loading, transit and unloading and appropriate action taken in terms of relevant government regulations, workplace policy, and humane and permit requirements b. Working dogs and appropriate handling equipment are used to aid the handling of livestock during loading and unloading operations in accordance with regulations and workplace procedures c. Required action is taken for the care and well-being of animals in the event of an accident during transit d. Distressed stock is handled in an appropriate manner in accordance with government regulations and workplace policies
3. Use animal husbandry techniques	<ul style="list-style-type: none"> a. Symptoms of animal diseases and parasites are identified and appropriate action taken to control them in terms of relevant government regulations, workplace policy, and humane and permit requirements b. Prescribed medication is administered to livestock in accordance with veterinary directions and workplace policy

Range Of Variables

CARE FOR LIVESTOCK IN TRANSIT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and industry codes of practice for the care of livestock in transit b. Work is performed under limited or minimum supervision generally within a team environment c. Work involves the application of the basic principles and routine procedures to the care of livestock during transit
2. Worksite environment	<ul style="list-style-type: none"> a. Livestock being cared for in transit may include any livestock able to be transported, such as: <ul style="list-style-type: none"> a.1. sheep a.2. cattle a.3. horses a.4. goats a.5. pigs a.6. chickens b. Customers may be internal or external c. Operations may be conducted in a range of work environments and weather conditions by day or night d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. a workplace, warehouse or depot d.5. in a vehicle on the road d.6. at a client's workplace e. Handling operations may be carried out both manually and with the aid of working dogs and livestock handling equipment, including: <ul style="list-style-type: none"> e.1. cattle prods e.2. restraining devices e.3. portable cattle yards f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures g. Personal protection equipment may include: <ul style="list-style-type: none"> g.1. gloves g.2. safety headwear g.3. safety footwear

Range Of Variables (continued)

CARE FOR LIVESTOCK IN TRANSIT

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. industry codes and government regulations for the care of livestock during transit a.2. workplace documentation a.3. client instructions a.4. workplace procedures and policies for the care of livestock during transit a.5. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.6. award, enterprise bargaining agreement, other industrial arrangements a.7. guidelines on livestock husbandry relevant to the care of livestock during transit a.8. standards and certification requirements a.9. quality assurance procedures a.10. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory mass and loading regulations a.2. Australian and State/Territory regulations relevant to the care of livestock during transit a.3. relevant State/Territory environmental protection legislation a.4. relevant State/Territory OHS legislation

CARE FOR LIVESTOCK IN TRANSIT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify the condition of livestock and take appropriate action a.2. provide appropriate care for livestock during loading, unloading and in transit a.3. apply relevant animal husbandry techniques as required a.4. locate, interpret and apply relevant information a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form when caring for livestock a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulations concerning the care for livestock in transit b. OHS and procedures and guidelines concerning the lifting and movement of loads c. Risks when caring for livestock during transit and related precautions to control the risk d. Workplace procedures and policies for the caring for livestock during transit e. Specialised livestock handling equipment and procedures for its use f. Insurance rights and responsibilities g. Housekeeping standards and procedures when caring for livestock during transit h. Methods of securing livestock during transit i. Ability to identify and correctly use equipment required to care for livestock during transit j. Ability to modify activities depending on differing workplace contexts, risk situations and environments k. Ability to read and comprehend simple statements in English
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge required to care for livestock during transit, and/or a.2. care for livestock during transit in an appropriate range of operational contexts

CARE FOR LIVESTOCK IN TRANSIT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying the condition of livestock and taking appropriate action a.2. providing appropriate care for livestock during loading, unloading and in transit a.3. applying relevant animal husbandry techniques as required a.4. locating, interpreting and applying relevant information a.5. providing customer/client service and working effectively with others a.6. conveying information in written and oral form when caring for livestock a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. industry codes of practice and government regulations for the care of livestock during transit b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the care of livestock during transit including the use of work dogs b.4. relevant guidelines relating to the use of livestock handling equipment b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any accidents, incidents or potential difficulties in caring for livestock during transit in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to use specialised bulk transfer equipment for dry materials, including planning the work, transferring the material according to regulatory and operational requirements, monitoring and operating controls, and completing all operations, as required.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory regulations and codes concerning the transfer of dry bulk materials.

ELEMENT	PERFORMANCE CRITERIA
1. Plan work	<ul style="list-style-type: none"> a. Dangerous or hazardous (including regulated waste), or other materials requiring specialised handling are identified and relevant procedures are taken into account when planning the work b. Traffic flow and work area conditions are assessed and anticipated to ensure safe operation and no injury to people, or damage to equipment, loads, facilities or environment c. Characteristics of the load are taken into account when selecting method, equipment and, where applicable, appropriate attachments to transfer the load d. Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel e. Bulk transfer of dry materials is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight and dimensions and the capacity of the equipment f. Required personal safety equipment, signage, barriers and special precautions are identified in the plan and utilised g. Procedures to deal with spills, leakages and ruptures are identified h. Customer requests for variation to agreed operations are actioned within scope of authority or referred to appropriate personnel
2. Transfer material	<ul style="list-style-type: none"> a. Equipment is prepared and any appropriate attachment fitted b. Equipment controls are checked for correct operational status before commencing transfer c. Adjustments are made to process to accommodate special requirements such as temperature control, combustion etc. d. Instruments and gauges are monitored during operations to ensure that operation is consistent with workplace procedures, manufacturer's specifications and enterprise schedule and safety requirements e. Speed of operation is managed for safety and efficiency of materials movement and equipment operations f. Any faults or damage to equipment are immediately reported to the appropriate personnel

<p>3. Monitor and operate controls</p>	<ul style="list-style-type: none"> a. Equipment controls are monitored and operated in accordance with manufacturer's operating instructions b. Control systems are monitored to ensure that operation is consistent with workplace procedures, manufacturer's specifications, workplace schedule, safety requirements and statutory regulations c. Materials are moved ensuring no injury to personnel or damage to equipment or goods d. Faults are identified and reported in accordance with enterprise guidelines
<p>4. Complete operations</p>	<ul style="list-style-type: none"> a. Equipment is shut down within manufacturer's guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures] b. Clean up methods for transfer equipment are completed following workplace procedures c. Equipment is secured in accordance with securing procedures for the appropriate equipment d. Workplace documentation is completed and filed following workplace procedures

Range Of Variables

USE SPECIALISED BULK TRANSFER EQUIPMENT (DRY)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant State/Territory regulations concerning the use of specialised equipment for the transfer of dry bulk product b. Work is performed under general supervision c. Work involves the application of basic principles, routine procedures and regulatory requirements to the use of specialised bulk transfer equipment to load and unload dry bulk products
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Dry bulk product to be transferred may require special precautions f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. hazardous or dangerous materials f.2. contamination of, or from, materials being handled f.3. noise, light, energy sources f.4. stationary and moving machinery, parts or components f.5. service lines f.6. spills, leakages, ruptures f.7. dust/vapours g. Personal protection equipment may include: <ul style="list-style-type: none"> g.1. gloves g.2. safety headwear and footwear g.3. safety glasses g.4. mask or respirator g.5. high visibility clothing h. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment i. Exposure during work operations may be to: <ul style="list-style-type: none"> i.1. corrosive chemicals i.2. solvents and adhesives i.3. toxic, explosive and other harmful substances i.4. movement of equipment, goods, vehicles j. Regulatory controls and enterprise procedures may govern requirements for: <ul style="list-style-type: none"> j.1. transport j.2. storage j.3. volume j.4. mass j.5. required controls

Range Of Variables (continued)

USE SPECIALISED BULK TRANSFER EQUIPMENT (DRY)

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Relevant transfer systems may include:</p> <ul style="list-style-type: none"> k.1. ducted k.2. conveyor k.3. mobile plant k.4. pipelines k.5. elevators k.6. augers <p>l. Requirements for work may include:</p> <ul style="list-style-type: none"> l.1. site restrictions and procedures l.2. use of safety and personal protection equipment l.3. communications equipment l.4. specialised lifting and/or handling equipment l.5. incident breakdown procedures l.6. additional gear and equipment l.7. noise restrictions l.8. hours of operation l.9. authorities and permits <p>m. Consultative processes may involve:</p> <ul style="list-style-type: none"> m.1. other employees and supervisors m.2. suppliers, potential customers and existing clients m.3. management and union representatives m.4. industrial relations, OHS specialists, and other maintenance, professional or technical staff <p>n. Communication in the work area may include:</p> <ul style="list-style-type: none"> n.1. phone n.2. electronic data interchange n.3. fax n.4. e-mail n.5. Internet n.6. radio n.7. oral, aural or signed communications <p>o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures o.5. site procedures

Range Of Variables (continued)

USE SPECIALISED BULK TRANSFER EQUIPMENT (DRY)

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. Safe Working Load (SWL) and Working Load Limit (WLL) a.2. manifests, bar codes, goods and product identification a.3. manufacturer's specifications for equipment/tools a.4. workplace procedures and policies for the transfer of dry bulk product a.5. supplier and/or client instructions a.6. material safety data sheets a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. relevant standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory mass and loading regulations a.2. Australian regulations relevant to the transfer of dry bulk product a.3. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.3.1. Australian and International Dangerous Goods Codes a.3.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.3.3. IATA's 'Dangerous Goods by Air' regulations a.4. relevant State/Territory environmental protection legislation a.5. relevant State/Territory OHS legislation

USE SPECIALISED BULK TRANSFER EQUIPMENT (DRY)

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess requirements for emergency response equipment and procedures a.2. identify labelling, signage and HAZCHEM codes a.3. apply relevant handling procedures when transferring dry bulk product a.4. estimate weight and volume of load and any special requirements a.5. select appropriate equipment and work systems to enable safe, efficient work a.6. identify hazards and plan work to minimise risks when transferring dry bulk product a.7. determine (any) required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain enterprise records and documentation a.11. identify and safely handle equipment and goods, apply hierarchy of control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. ADG Code and relevant State/Territory mass and loading regulations as they apply to vehicles transporting dry bulk product b. OHS and procedures and guidelines concerning the use of specialised bulk transfer equipment c. Risks when transferring dry bulk product and related precautions to control the risk d. Workplace procedures and policies for the efficient use of specialised equipment to transfer dry bulk loads e. Housekeeping standards procedures required in the workplace f. Methods of securing a vehicle following transfer of dry bulk product g. Relevant regulatory, permit and licence requirements including ADG Code h. Ability to identify and correctly use equipment required to transfer dry bulk product i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to identify goods coding, IMDG markings and where applicable emergency information panels l. Ability to estimate the mass, volume and special requirements of dry bulk products
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to transfer dry bulk product using appropriate specialised equipment, and/or a.2. transfer dry bulk product using specialised equipment in an appropriate range of operational situations

Evidence Guide (continued)

USE SPECIALISED BULK TRANSFER EQUIPMENT (DRY)

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. assessing requirements for emergency response equipment and procedures a.2. identifying labelling, signage and HAZCHEM codes a.3. applying relevant handling procedures a.4. estimating weight and volume of load and any special requirements a.5. selecting appropriate equipment and work systems to enable safe, efficient work a.6. identifying hazards and planning work to minimise risks when transferring goods a.7. determining required permits a.8. using appropriate communication strategies and equipment a.9. locating, interpreting and applying relevant information a.10. maintaining enterprise records and documentation a.11. identifying and safely handling equipment and goods a.12. applying the hierarchy of hazard control <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. mass and loading regulations and procedures b.2. ADG Code and associated regulations b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the transfer of dry bulk product using appropriate equipment b.5. relevant guidelines relating to the use of bulk transfer equipment b.6. housekeeping procedures b.7. environmental protection procedures when transferring dry bulk product <p>c. Action is taken promptly to report any accidents, incidents or potential difficulties in the transfer of dry bulk product in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to conduct weighbridge operations in accordance with regulatory requirements and workplace procedures, including setting up for weighbridge operations, weighing loaded vehicles, weighing unloaded vehicles, finalising weighbridge operations, and completing required records and documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Set up for weighbridge operations	<ul style="list-style-type: none"> a. Weighbridge systems, including equipment, computer and recording arrangements are checked for operational status b. Tests to confirm accuracy of weighbridge operation and related functions are conducted in accordance with workplace procedures, manufacturer's instructions and relevant legislation c. Accurate reporting of the results of the inspection and testing is kept in accordance with statutory requirements, workplace policy and industry guidelines d. Faults/discrepancies in weighbridge operation are identified and action undertaken in accordance with workplace procedures
2. Weigh loaded vehicles	<ul style="list-style-type: none"> a. Vehicles likely to exceed weighbridge weight limit are turned away b. Vehicles are directed onto platform to obtain accurate weight c. Weight of loaded stationary vehicle is registered against vehicle and load identification d. Vehicle and load information is entered into workplace recording system and driver issued with receipt and/or statement e. Areas of dispute are resolved or forwarded for further action undertaken in accordance with workplace procedures
3. Weigh unloaded vehicles	<ul style="list-style-type: none"> a. Vehicles are directed onto platform to obtain accurate weight b. Weight of unloaded stationary vehicle is registered against vehicle c. Proposed load weight is assessed for conformance to statutory requirements d. Where appropriate, loading operations are commenced in accordance with legal loading weight, customer requirements and workplace procedures with vehicle re-weighed to establish final load weight e. Vehicle and load information is entered into workplace recording system and invoice issued to driver where appropriate f. Driver signatures on weighbridge documents, invoices or receipts are obtained in accordance with statutory and workplace requirements g. Areas of dispute are resolved or forwarded for further action to be undertaken in accordance with workplace procedures

4. Complete weighbridge operations

- a. Weighbridge systems, including equipment, computer and recording arrangements are secured or made ready for next shift
- b. Record of operations is maintained and filed in accordance with workplace procedures and statutory requirements

Range Of Variables

CONDUCT WEIGHBRIDGE OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to weighbridge operations b. Work is performed under some supervision, generally within a team environment c. Work involves the application of regulatory requirements and workplace procedures when conducting weighbridge operations in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Weighbridge operations may be inclusive of a single operation involving the loading of vehicles and despatch functions f. Weighbridge operation may be: <ul style="list-style-type: none"> f.1. electro/mechanical f.2. electronic f.3. computerised g. Vehicles may include <ul style="list-style-type: none"> g.1. trucks g.2. articulated road vehicles g.3. trailers g.4. wagons h. Calibration and/or testing of equipment may be required prior to and during operations i. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> i.1. chemicals and pesticides i.2. dangerous or hazardous substances i.3. stationary and moving equipment, parts and materials i.4. noise, light, energy sources i.5. electrical equipment i.6. humidity, air temperature, radiant heat i.7. faulty equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. protective clothing j.6. respirators and fume/dust masks j.7. high visibility clothing

Range Of Variables (continued)

CONDUCT WEIGHBRIDGE OPERATIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>k. Requirements for work may include:</p> <ul style="list-style-type: none"> k.1. site restrictions and procedures k.2. use of safety and personal protection equipment k.3. communications/recording equipment k.4. authorities and permits k.5. breakdown procedures k.6. emergency procedures <p>l. Communication in the work area may include:</p> <ul style="list-style-type: none"> l.1. phone l.2. fax l.3. e-mail/Internet l.4. electronic data interchange (EDI) l.5. RF systems l.6. oral, aural or signed communications <p>m. Consultative processes may involve:</p> <ul style="list-style-type: none"> m.1. workplace personnel m.2. supervisors and managers m.3. existing and potential customers/clients m.4. drivers m.5. suppliers and contractors m.6. union representatives m.7. industrial relations and OHS specialists m.8. maintenance, professional or technical staff <p>n. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> n.1. company procedures n.2. workplace procedures n.3. organisational procedures n.4. established or standard procedures
3. Sources of information/ documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. operations manuals, job specifications and procedures a.2. induction documentation a.3. competency standards and training materials a.4. manufacturer's specifications and instructions for the operation of weighbridge equipment a.5. material safety data sheets a.6. workplace operating procedures and policies a.7. supplier and/or client instructions a.8. Australian and international standards, criteria and certification requirements a.9. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.10. relevant regulations including the ADG Code a.11. award, workplace bargaining agreement, other industrial arrangements a.12. OHS procedures a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

CONDUCT WEIGHBRIDGE OPERATIONS

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to weighbridge operationsa.2. traffic acts and road transport mass and loading regulationsa.3. ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goodsa.4. relevant State/Territory OHS legislationa.5. relevant State/Territory environmental protection legislationa.6. relevant Australian and international standards and certification requirementsa.7. workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislationa.8. workers compensation regulations

CONDUCT WEIGHBRIDGE OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess operational status of weighbridge and related components a.2. conduct load weighing operations for a range of vehicles on intake and outload a.3. identify faults in operation of equipment a.4. perform allowable adjustments to equipment a.5. estimate weight and dimensions of load a.6. select appropriate equipment and work systems a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information a.9. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the conduct of weighbridge operations including ADG Code where applicable b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the conduct of weighbridge operations d. Problems that may occur when conducting weighbridge operations and appropriate action that can be taken to resolve the problems e. Equipment applications, capacities, configurations, safety hazards and control mechanisms f. Records and documentation requirements for weighbridge operations g. Classification procedures h. Despatch procedures i. Calculation method and approaches for both metric and imperial systems j. Correct weighing procedures including statutory and workplace requirements k. Emergency response procedures l. Site layout m. Ability to set up and maintain weighbridge equipment n. Ability to identify, select and efficiently and effectively use weighbridge equipment o. Ability to plan own work including predicting consequences and identifying improvements p. Ability to read and interpret instructions, procedures and information relevant to weighbridge operations q. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

CONDUCT WEIGHBRIDGE OPERATIONS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to conduct weighbridge operations, and/ora.2. conduct weighbridge operations in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none">a.1. assessing operational status of weighbridge and related componentsa.2. conducting load weighing operations for a range of vehicles on intake and outloada.3. identifying faults in operation of equipmenta.4. performing allowable adjustments to equipmenta.5. estimating weight and dimensions of loada.6. selecting appropriate equipment and work systemsa.7. using appropriate communication strategies and equipmenta.8. locating, interpreting and applying relevant informationa.9. maintaining workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none">b.1. relevant codes of practice and regulations, including ADG Codeb.2. OHS regulations and hazard prevention policies and proceduresb.3. workplace procedures and instructions for the conduct of weighbridge operations (including housekeeping, security and emergency procedures)b.4. manufacturer's instructions for the weighbridge equipmentb.5. procedures for the use of personal protection equipmentb.6. issue resolution proceduresb.7. customer service and quality assurance procedures and policiesb.8. waste minimisation and environmental protection procedures <p>c. Action is taken promptly to report any accidents, incidents or difficulties in weighbridge operations in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

CONDUCT WEIGHBRIDGE OPERATIONS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	2	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to use specialised bulk gas transfer equipment, including planning the work, transferring the gas according to regulatory and operational requirements, monitoring and operating controls, and completing all operations, as required.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory regulations and codes concerning the transfer of bulk gas products.

ELEMENT	PERFORMANCE CRITERIA
1. Plan work	<ul style="list-style-type: none"> a. Gas transfer method is identified for loading and unloading as liquefied or gaseous state b. Precautions are undertaken to eliminate all ignition sources c. Specialised handling requirements for the particular gas are identified and relevant procedures are taken into account when planning the work d. Traffic flow, vehicle positioning and work area conditions are assessed to ensure safe operation and no injury to people, or damage to equipment, loads or facilities e. Characteristics of the gas, transfer and holding method are taken into account when evaluating procedural requirements, special precautions for method, equipment and where applicable, appropriate attachments to transfer the load f. Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel g. Gas transfer is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight, volume and viscosity and the capacity of the equipment h. Load is checked prior to and at the completion of transfer to ensure ullage and/or maximum permitted capacity complies with ADG code i. Adjustments are made to process to accommodate special requirements such as temperature control, combustion, etc. j. Required personal protective equipment, signage, barriers and special precautions are identified in the plan and utilised k. Procedures to deal with leakages and ruptures are identified

2. Transfer material	<ul style="list-style-type: none"> a. Equipment is prepared and any appropriate attachment fitted b. Equipment controls are checked for correct operational status before commencing transfer c. Instruments and gauges are monitored during operations to ensure that operation is within manufacturer's specifications and enterprise schedule and safety requirements d. Speed of operation is managed for safety and efficiency of materials movement and equipment operations e. Any faults or damage to equipment are immediately reported to the appropriate personnel
3. Monitor and operate controls	<ul style="list-style-type: none"> a. Equipment controls are monitored and operated in accordance with manufacturer's operating instructions b. Control systems are monitored in accordance with Statutory Authority Regulations, manufacturer's guidelines and site operating procedures c. Gas is transferred ensuring no injury to personnel or damage to equipment or goods d. Faults are identified and reported in accordance with enterprise guidelines
4. Complete operations	<ul style="list-style-type: none"> a. Equipment is shut down within manufacturer's guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures b. Clean up methods for transfer equipment are completed following workplace procedures c. Equipment is secured in accordance with securing procedures for the appropriate equipment d. Workplace documentation is completed and filed following enterprise procedures

Range Of Variables

USE SPECIALISED LIQUID BULK GAS TRANSFER EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the ADG Code and relevant State/Territory regulations concerning the use of specialised equipment for the transfer of liquid bulk gas b. Work is performed under general supervision c. Work involves the application of basic principles, routine procedures and regulatory requirements to the use of specialised bulk transfer equipment to load and unload liquid bulk gas
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Liquid bulk gas to be transferred may require special precautions f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. hazardous or dangerous materials f.2. contamination of, or from, materials being handled f.3. noise, light, energy sources f.4. stationary and moving machinery, parts or components f.5. service lines f.6. spills, leakages, ruptures f.7. dust/vapours g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. mask or respirator h.5. high visibility clothing i. Exposure during work operations may be to: <ul style="list-style-type: none"> i.1. corrosive chemicals i.2. solvents and adhesives i.3. toxic, explosive and other harmful substances i.4. movement of equipment, goods, vehicles j. Regulatory controls and enterprise procedures may govern requirements for: <ul style="list-style-type: none"> j.1. transport j.2. storage j.3. volume j.4. mass j.5. required controls k. Ignition sources include naked flames and static sources

Range Of Variables (continued)

USE SPECIALISED LIQUID BULK GAS TRANSFER EQUIPMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Requirements for work may include: <ul style="list-style-type: none"> i.1. site restrictions and procedures i.2. use of safety and personal protection equipment i.3. communications equipment i.4. specialised lifting and/or handling equipment i.5. incident breakdown procedures i.6. additional gear and equipment i.7. noise restrictions i.8. hours of operation i.9. authorities and permits m. Consultative processes may involve: <ul style="list-style-type: none"> m.1. other employees and supervisors m.2. suppliers, potential customers and existing clients m.3. management and union representatives m.4. industrial relations, OHS specialists, and other maintenance, professional or technical staff n. Communication in the work area may include: <ul style="list-style-type: none"> n.1. phone n.2. electronic data interchange n.3. fax n.4. e-mail n.5. Internet n.6. radio n.7. oral, aural or signed communications o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures o.5. site procedures
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. Safe Working Load (SWL) and Working Load Limit (WLL) a.2. manifests, bar codes, goods and product identification a.3. manufacturer's specifications for equipment/tools a.4. workplace procedures and policies for the transfer of liquid bulk gas a.5. goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs a.6. supplier and/or client instructions a.7. codes of practice including the Australian Dangerous Goods Code, relevant Australian Standards and the Industry Safety Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. relevant standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures a.12. material safety data sheets

Range Of Variables (continued)

USE SPECIALISED LIQUID BULK GAS TRANSFER EQUIPMENT

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. State/Territory mass and loading regulationsa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. Australian and State/Territory regulations related to the transfer of liquid bulk gasa.4. relevant Australian Standards, including AS 2809.1, AS 2809.3, AS 2931, AS 2430.1, AS 2430.3.4, AS 2430.3.7a.5. relevant State/Territory environmental protection legislationa.6. relevant State/Territory OHS legislation

USE SPECIALISED LIQUID BULK GAS TRANSFER EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess requirements for emergency response equipment and procedures a.2. identify labelling, signage and HAZCHEM codes a.3. apply relevant handling procedures when transferring liquid bulk gas a.4. estimate weight and volume of load and any special requirements a.5. select appropriate equipment and work systems to enable safe, efficient work a.6. identify hazards and plan work to minimise risks when transferring liquid gas a.7. determine (any) required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain workplace records and documentation including completion of dangerous goods declaration a.11. identify and safely handle equipment and goods a.12. apply hierarchy of control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. ADG Code and relevant State/Territory mass and loading regulations as they apply to vehicles transporting liquid bulk gas b. OHS and procedures and guidelines concerning the use of specialised bulk transfer equipment c. Risks when transferring liquid bulk gas and related precautions to control the risk d. Workplace procedures and policies for the efficient use of specialised equipment to transfer liquid bulk gas e. Housekeeping standards procedures required in the workplace f. Methods of securing a vehicle following transfer of liquid bulk gas g. Relevant permit and licence requirements h. Ability to identify and correctly use equipment required to transfer liquid bulk gas i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to identify goods coding, IMDG markings and where applicable emergency information panels l. Ability to estimate the mass, volume and special requirements of liquid bulk gas

USE SPECIALISED LIQUID BULK GAS TRANSFER EQUIPMENT

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to transfer liquid bulk gas using appropriate specialised equipment, and/or a.2. transfer liquid bulk gas using specialised equipment in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. assessing requirements for emergency response equipment and procedures a.2. identifying labelling, signage and HAZCHEM codes a.3. applying relevant handling procedures a.4. estimating weight and volume of load and any special requirements a.5. selecting appropriate equipment and work systems to enable safe, efficient work a.6. identifying hazards and planning work to minimise risks when transferring goods a.7. determining required permits a.8. using appropriate communication strategies and equipment a.9. locating, interpreting and applying relevant information a.10. maintaining workplace records and documentation a.11. identifying and safely handling equipment and gas a.12. applying the hierarchy of hazard control b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. mass and loading regulations and procedures b.2. Dangerous Goods Code and associated regulations b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the transfer of liquid bulk gas using appropriate equipment b.5. relevant guidelines relating to the use of bulk transfer equipment b.6. housekeeping procedures b.7. environmental protection procedures when transferring liquid bulk gas c. Action is taken promptly to report any accidents, incidents or potential difficulties in the transfer of liquid bulk gas in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

USE SPECIALISED LIQUID BULK GAS TRANSFER EQUIPMENT

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	3	2

TDTD2498B USE SPECIALISED LIQUID BULK TRANSFER EQUIPMENT (GRAVITY/PRESSURISED)

Field D Load Handling

DESCRIPTION:

This unit involves the skills and knowledge required to use specialised gravity and pressurised liquid bulk transfer equipment, including planning the work, transferring the bulk according to regulatory and operational requirements, monitoring and operating controls, and completing all operations, as required.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory regulations and codes concerning the transfer of bulk liquid products.

ELEMENT	PERFORMANCE CRITERIA
1. Plan work	<ul style="list-style-type: none"> a. Liquid transfer method is identified for loading and unloading as gravity or pressure b. Dangerous or hazardous (including regulated waste) or other materials requiring specialised handling are identified and relevant procedures are taken into account when planning the work c. Precautions are undertaken to eliminate all ignition sources d. Traffic flow, vehicle positioning and work area conditions are assessed to ensure safe operation and no injury to people, or damage to equipment, loads or facilities e. Characteristics of the liquid, transfer and holding method are taken into account when evaluating procedural requirements, special precautions for method, equipment and, where applicable, appropriate attachments to transfer the load f. Potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel g. Liquid transfer is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight, volume and viscosity and the capacity of the equipment h. Load is checked prior to and at the completion of transfer to ensure ullage and/or maximum permitted capacity complies with ADG Code i. Adjustments are made to process to accommodate special requirements such as temperature control, combustion, etc. j. Required personal protective equipment, signage, barriers and special precautions are identified in the plan and utilised k. Procedures to deal with spills, leakages and ruptures are identified

2. Transfer material	<ul style="list-style-type: none"> a. Equipment is prepared and any appropriate attachments fitted b. Equipment controls are checked for correct operational status before commencing transfer c. Instruments and gauges are monitored during operations to ensure that operation is within manufacturer's specifications and workplace schedule and safety requirements d. Speed of operation is managed for safety and efficiency of materials movement and equipment operations e. Faults or damage to equipment are immediately reported to the appropriate personnel
3. Monitor and operate controls	<ul style="list-style-type: none"> a. Equipment controls are monitored and operated in accordance with manufacturer's operating instructions b. Control systems are monitored in accordance with statutory authority regulations, manufacturer's guidelines and site operating procedures c. Materials are moved ensuring no injury to personnel or damage to equipment or goods d. Faults are identified and reported in accordance with workplace procedures
4. Complete operations	<ul style="list-style-type: none"> a. Equipment is shut down within manufacturer's guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with workplace procedures b. Clean up methods for transfer equipment are completed following workplace procedures c. Equipment is secured in accordance with securing procedures for the appropriate equipment d. Workplace documentation is completed and filed following workplace procedures

Range Of Variables

USE SPECIALISED LIQUID BULK TRANSFER EQUIPMENT (GRAVITY/PRESSURISED)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the ADG Code and relevant State/Territory regulations concerning the use of specialised gravity and pressurised equipment for the transfer of liquid bulk product b. Work is performed under general supervision c. Work involves the application of basic principles, routine procedures and regulatory requirements to the use of specialised gravity and pressurised bulk transfer equipment to load and unload liquid bulk product
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Liquid bulk product to be transferred may require special precautions f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. hazardous or dangerous materials f.2. contamination of, or from, materials being handled f.3. noise, light, energy sources f.4. stationary and moving machinery, parts or components f.5. service lines f.6. spills, leakages, ruptures f.7. dust/vapours g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. mask or respirator h.5. high visibility clothing i. Exposure during work operations may be to: <ul style="list-style-type: none"> i.1. corrosive chemicals i.2. solvents and adhesives i.3. toxic, explosive and other harmful substances i.4. movement of equipment, goods, vehicles j. Regulatory controls and enterprise procedures may govern requirements for: <ul style="list-style-type: none"> j.1. transport j.2. storage j.3. volume j.4. mass j.5. required controls k. Ignition sources include naked flames and static sources

Range Of Variables (continued)

USE SPECIALISED LIQUID BULK PRODUCT TRANSFER EQUIPMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>l. Requirements for work may include:</p> <ul style="list-style-type: none"> l.1. site restrictions and procedures l.2. use of safety and personal protection equipment l.3. communications equipment l.4. specialised lifting and/or handling equipment l.5. incident breakdown procedures l.6. additional gear and equipment l.7. noise restrictions l.8. hours of operation l.9. authorities and permits <p>m. Consultative processes may involve:</p> <ul style="list-style-type: none"> m.1. other employees and supervisors m.2. suppliers, potential customers and existing clients m.3. management and union representatives m.4. industrial relations, OHS specialists, and other maintenance, professional or technical staff <p>n. Communication in the work area may include:</p> <ul style="list-style-type: none"> n.1. phone n.2. electronic data interchange n.3. fax n.4. e-mail n.5. Internet n.6. radio n.7. oral, aural or signed communications <p>o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures o.5. site procedures
<p>3. Sources of information/ documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. Safe Working Load (SWL) and Working Load Limit (WLL) a.2. manifests, bar codes, goods and product identification a.3. manufacturer's specifications for equipment/tools a.4. workplace procedures and policies for the transfer of liquid bulk product a.5. goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs a.6. supplier and/or client instructions a.7. codes of practice including the Australian Dangerous Goods Code, relevant Australian Standards and the Industry Safety Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. relevant standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures a.12. material safety data sheets

Range Of Variables (continued)

USE SPECIALISED LIQUID BULK PRODUCT TRANSFER EQUIPMENT

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. State/Territory mass and loading regulationsa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. Australian and State/Territory regulations related to the transfer of liquid bulk producta.4. relevant Australian Standards, including AS 2809.1, AS 2809.2, AS 2931, AS 2430a.5. relevant State/Territory environmental protection legislationa.6. relevant State/Territory OHS legislation

USE SPECIALISED LIQUID BULK PRODUCT TRANSFER EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess requirements for emergency response equipment and procedures a.2. identify labelling, signage and HAZCHEM codes a.3. apply relevant handling procedures when transferring liquid bulk product a.4. estimate weight and volume of load and any special requirements a.5. select appropriate equipment and work systems to enable safe, efficient work a.6. identify hazards and plan work to minimise risks when transferring liquid bulk product a.7. determine (any) required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain workplace records and documentation including completion of dangerous goods declaration a.11. identify and safely handle equipment and goods a.12. apply hierarchy of hazard control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. ADG Code and relevant State/Territory mass and loading regulations as they apply to vehicles transporting liquid bulk product b. OHS and procedures and guidelines concerning the use of specialised liquid bulk transfer equipment c. Risks when transferring liquid bulk product and related precautions to control the risk d. Workplace procedures and policies for the efficient use of specialised gravity and pressurised equipment to transfer liquid bulk product e. Housekeeping standards procedures required in the workplace f. Methods of securing a vehicle following transfer of liquid bulk product g. Relevant permit and health and safety requirements h. Ability to identify and correctly use equipment required to transfer liquid bulk product i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to identify goods coding, IMDG markings and, where applicable, emergency information panels l. Ability to estimate the mass, volume and special requirements of liquid bulk product m. Ability to use personal protection equipment

USE SPECIALISED LIQUID BULK PRODUCT TRANSFER EQUIPMENT

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to transfer liquid bulk product using appropriate specialised equipment, and/or a.2. transfer liquid bulk product using specialised equipment in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. assessing requirements for emergency response equipment and procedures a.2. identifying labelling, signage and HAZCHEM codes a.3. applying relevant handling procedures a.4. estimating weight and volume of load and any special requirements a.5. selecting appropriate equipment and work systems to enable safe, efficient work a.6. identifying hazards and plan work to minimise risks when transferring goods a.7. determining required permits a.8. using appropriate communication strategies and equipment a.9. locating, interpreting and applying relevant information a.10. maintaining workplace records and documentation a.11. identifying and safely handling equipment and liquid bulk product a.12. applying the hierarchy of hazard control b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. mass and loading regulations and procedures b.2. Dangerous Goods Code and associated regulations b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the transfer of liquid bulk product using appropriate equipment b.5. relevant guidelines relating to the use of bulk transfer equipment b.6. housekeeping procedures b.7. environmental protection procedures when transferring liquid bulk product c. Action is taken promptly to report any accidents, incidents or potential difficulties in the transfer of liquid bulk product in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

USE SPECIALISED LIQUID BULK PRODUCT TRANSFER EQUIPMENT

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to prepare for the transport of packaged dangerous goods, including checking the packaged dangerous goods load, assessing vehicle suitability to transport the intended load, checking emergency procedures and equipment, evaluating documented route plan, and completing required assessment process.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory regulations and codes concerning the transport of packaged dangerous goods.

ELEMENT	PERFORMANCE CRITERIA
1. Check packaged dangerous goods load	<ul style="list-style-type: none"> a. Load is compared against shipping documentation and discrepancies noted b. Load is checked to ensure that dangerous goods labels are clearly visible (where required) c. Vehicle load is checked for compatibility or, where not compatible, is checked for appropriate segregation in accordance with regulatory requirements d. Load is assessed to ensure that packages are stowed and secured in or on vehicles in accordance with National Load Restraint Guide e. Shipping documentation is located in cabin in accordance with regulatory requirements
2. Assess vehicle suitability to transport intended load	<ul style="list-style-type: none"> a. Vehicle is assessed for suitability and appropriateness to carry designated dangerous goods including classification, mass and configuration b. License and insurance requirements (where relevant) are checked for conformity with the Australian Code for the Transport of Dangerous Goods by Road and Rail and/or other applicable regulatory requirements c. Load restraint system(s) is/are checked for serviceability and appropriateness to secure intended load d. Vehicle is checked to ensure that it is correctly and clearly marked/placarded for the load being carried
3. Check emergency procedures and equipment	<ul style="list-style-type: none"> a. Emergency information for each type of transported dangerous good is noted b. Regulatory and workplace procedures for an incident are noted including notification of relevant personnel and authorities and, where appropriate, use of equipment for containment, clean up or recovery c. Personal protective equipment and safety equipment are checked for operational capability and appropriateness to the proposed load d. Emergency information is located in cabin in accordance with ADG Code requirements

<p>4. Evaluate documented route plan</p>	<p>a. Selected route plan and potential difficulties including traffic flow and conditions, obstacles, road standards and construction activities are assessed</p> <p>b. Regulatory and workplace procedures for driving, parking, loading and unloading are identified including actions for disengaging and/or securing the vehicle</p>
<p>5. Complete documentation</p>	<p>a. The load is inspected and checked for security to travel in accordance with relevant regulations/permit requirements and the ADG Code</p> <p>b. Dangerous goods declaration and all required documentation for the goods is completed in accordance with workplace requirements including the ADG Code</p>

Range Of Variables

PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the ADG Code and relevant State/Territory regulations concerning the transport of packaged dangerous goods b. Work is performed under general supervision c. Work involves the application of basic principles, routine procedures and regulatory requirements to the preparation of packaged dangerous goods for transport
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. 'Vehicle' refers to all applicable transportation modes f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. hazardous or dangerous materials f.2. contamination of, or from, materials being handled f.3. noise, light, energy sources f.4. stationary and moving machinery, parts or components f.5. service lines f.6. spills, leakages, ruptures f.7. dust/vapours g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. mask or respirator p.5. high visibility clothing i. Load restraint systems are as detailed in the National Load Restraint Guide j. Preparation of packaged dangerous goods for transport may require special precautions as specified by the manufacturer k. Shipping documentation may include: <ul style="list-style-type: none"> k.1. Initial Emergency Response Guide k.2. Emergency Procedure Guide k.3. descriptions for dangerous good (i.e. class, shipping name, UN number, etc.)

Range Of Variables (continued)

PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>i. Requirements for work may include:</p> <ul style="list-style-type: none"> i.1. site restrictions and procedures i.2. use of safety and personal protection equipment i.3. communications equipment i.4. specialised lifting and/or handling equipment i.5. incident breakdown procedures i.6. additional gear and equipment i.7. noise restrictions i.8. hours of operation i.9. authorities and permits <p>m. Consultative processes may involve:</p> <ul style="list-style-type: none"> m.1. other employees and supervisors m.2. suppliers, potential customers and existing clients m.3. management and union representatives m.4. industrial relations, OHS specialists, and other maintenance, professional or technical staff <p>n. Communication in the work area may include:</p> <ul style="list-style-type: none"> n.1. phone n.2. electronic data interchange n.3. fax n.4. e-mail n.5. Internet n.6. radio n.7. oral, aural or signed communications <p>o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures o.5. site procedures <p>p. Safety equipment on vehicle may include:</p> <ul style="list-style-type: none"> p.1. fire extinguishers p.2. portable warning devices p.3. eye wash kit

Range Of Variables (continued)

PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. Australian Dangerous Goods Code, relevant Australian Standards and the Industry Safety Code a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. manifests, bar codes, goods and product identification a.4. manufacturer's specifications for equipment/tools a.5. workplace procedures and policies for the transfer of liquid bulk product a.6. goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs a.7. supplier and/or client instructions a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. relevant standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures a.12. manufacturer's specifications, instructions and labelling advice for the packaged dangerous goods, including material safety data sheets
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory mass and loading regulations a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.3. Australian and State/Territory regulations related to the carriage of packaged dangerous goods a.4. relevant Australian Standards, including AS 2809.1, AS 2809.2, AS 2931, AS 2430 a.5. relevant State/Territory environmental protection legislation a.6. relevant State/Territory OHS legislation

PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess operational suitability of equipment and vehicles pertinent to dangerous goods transportation a.2. estimate weight and dimensions of load and any special requirements a.3. select appropriate equipment and work systems to enable safe, efficient work a.4. identify hazards and plan work to minimise risks when transporting packaged dangerous goods a.5. determine (any) required permits a.6. use appropriate communication strategies and equipment a.7. locate, interpret and apply relevant information a.8. maintain workplace records and documentation including completion of dangerous goods declaration a.9. identify and safely handle equipment and goods a.10. apply hierarchy of hazard control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. ADG Code and relevant State/Territory mass and loading regulations as they apply to vehicles transporting packaged dangerous goods b. OHS and procedures and guidelines concerning the transport of packaged dangerous goods c. Risks when transporting packaged dangerous goods and related precautions to control the risk d. Workplace procedures and policies for the preparation of packaged dangerous goods e. Housekeeping standards procedures required in the workplace f. Methods of securing a vehicle following loading of packaged dangerous goods g. Relevant permit and licence requirements h. Ability to identify and correctly use equipment required to load packaged dangerous goods i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to identify goods coding, IMDG markings and, where applicable, emergency information panels l. Ability to estimate the mass, volume and special requirements of a load m. Ability to use personal protection equipment

PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to prepare packaged dangerous goods for transport, and/or a.2. prepare packaged dangerous goods for transport in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. assessing operational suitability of equipment and vehicles pertinent to dangerous goods transportation a.2. estimating weight and dimensions of load and any special requirements a.3. selecting appropriate equipment and work systems to enable safe, efficient work a.4. identifying hazards and planning work to minimise risks when transporting packaged dangerous goods a.5. determining required permits a.6. using appropriate communication strategies and equipment a.7. locating, interpreting and applying relevant information a.8. maintaining workplace records and documentation including dangerous goods declarations a.9. identifying and safely handling equipment and goods a.10. applying hierarchy of hazard control <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. mass and loading regulations and procedures b.2. Dangerous Goods Code and associated regulations b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the preparation of packaged dangerous goods for transport b.5. relevant guidelines relating to the use of loading equipment b.6. housekeeping procedures b.7. environmental protection procedures when transporting packaged dangerous goods <p>c. Action is taken promptly to report any accidents, incidents or potential difficulties in the preparation of packaged dangerous goods in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	2	2	2

TDTD2898B PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS IN BULK

Field D Load Handling

DESCRIPTION:

This unit involves the skills and knowledge required to prepare for the transport of bulk dangerous goods, including assessing suitability of transport mode for the intended load, checking the bulk dangerous goods load, checking emergency procedures and equipment, evaluating documented route plan, and completing required assessment process. The operator of the vehicle/wagon/mode of transport may be required to be licensed in accordance with the Road Transport Reform (Dangerous Goods) Regulations and/or other statutory requirements.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory regulations and codes concerning the transport of bulk dangerous goods.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Assess suitability of transport mode for intended load</p>	<p>a. Transport mode is assessed for suitability and appropriateness to carry designated dangerous goods including classification, certification of vehicle and fittings, compatibility, securing and shut-off mechanisms, control systems, mass, configuration, general condition and compliance with load switching procedures</p> <p>b. License and insurance requirements (where relevant) are checked for conformity with the Australian Code for the Transport of Dangerous Goods by Road and Rail and/or other applicable regulatory requirements</p> <p>c. Attachment system is checked for serviceability and appropriateness to secure intended load (where relevant)</p> <p>d. Vehicle is checked to ensure that it is correctly and clearly placarded for the load being carried</p>
<p>2. Check bulk dangerous goods load</p>	<p>a. Load is checked to ensure ullage and/or maximum permitted capacity complies with ADG code</p> <p>b. Load is checked against manifest to ensure that dangerous goods are correctly marked and placards clearly visible</p> <p>c. Load is checked for compatibility or, in combination transport modes, is checked for appropriate segregation in accordance with regulatory requirements</p> <p>d. Shipping documentation is located in cabin in accordance with regulatory requirements</p>

<p>3. Identify and follow emergency procedures and equipment</p>	<ul style="list-style-type: none"> a. Emergency information is located in cabin in accordance with ADG Code requirements b. Relevant codes and enterprise procedures for an incident/accident are followed including notification of relevant personnel and authorities and where appropriate, use of equipment for containment, clean up or recovery c. Personal protective equipment and safety equipment are checked for compliance with relevant legislation
<p>4. Evaluate documented route plan</p>	<ul style="list-style-type: none"> a. Regulatory and enterprise procedures for driving, parking, loading and unloading are identified including actions for disengaging and/or securing the vehicle b. Regulatory and enterprise procedures for breakdown are noted
<p>5. Complete documentation</p>	<ul style="list-style-type: none"> a. The load is inspected and checked for security to travel in accordance with relevant regulations/permit requirements and the ADG Code b. Dangerous goods declaration and all required documentation for the goods is completed in accordance with workplace requirements including the ADG Code

Range Of Variables

PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS IN BULK

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the ADG Code and relevant State/Territory regulations concerning the transport of packaged dangerous goods in bulk b. Work is performed under general supervision c. Work involves the application of basic principles, routine procedures and regulatory requirements to the preparation of packaged dangerous goods in bulk for transport
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. 'Vehicle' refers to all applicable transportation modes and includes all kinds of bulk containers f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. hazardous or dangerous materials f.2. contamination of, or from, materials being handled f.3. noise, light, energy sources f.4. stationary and moving machinery, parts or components f.5. service lines f.6. spills, leakages, ruptures f.7. dust/vapours g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. mask or respirator h.5. high visibility clothing i. Load restraint systems are as detailed in the National Load Restraint Guide j. Preparation of packaged dangerous goods in bulk for transport may require special precautions as specified by the manufacturer k. Shipping documentation may include: <ul style="list-style-type: none"> k.1. Initial Emergency Response Guide k.2. Emergency Procedure Guide k.3. descriptions for dangerous good (i.e. class, shipping name, UN number, etc.)

Range Of Variables (continued)

PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS IN BULK

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>l. Requirements for the preparation of bulk dangerous goods for transport may include:</p> <ul style="list-style-type: none"> l.1. identification of dangerous goods l.2. suitability of tank or container for task l.3. placarding and marking l.4. transportation requirements and restrictions l.5. requirements for transport in differing environments l.6. emergency information panels l.7. protective equipment l.8. load securing systems l.9. communications equipment l.10. segregation and stowage requirements l.11. compatibility of various substances l.12. site restrictions and procedures l.13. specialised lifting and/or handling equipment l.14. incident/accident breakdown procedures l.15. noise restrictions l.16. hours of operation l.17. authorities and permits <p>m. Consultative processes may involve:</p> <ul style="list-style-type: none"> m.1. other employees and supervisors m.2. suppliers, potential customers and existing clients m.3. management and union representatives m.4. industrial relations, OHS specialists, and other maintenance, professional or technical staff <p>n. Communication in the work area may include:</p> <ul style="list-style-type: none"> n.1. phone n.2. electronic data interchange n.3. fax n.4. e-mail n.5. internet n.6. radio n.7. oral, aural or signed communications <p>o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures o.5. site procedures <p>p. Safety equipment on vehicle may include:</p> <ul style="list-style-type: none"> p.1. fire extinguishers p.2. portable warning devices p.3. eye wash kit

Range Of Variables (continued)

PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS IN BULK

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. Australian Dangerous Goods Code, relevant Australian Standards and the Industry Safety Code a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. manifests, bar codes, goods and product identification a.4. manufacturer's specifications for equipment/tools a.5. workplace procedures and policies for the preparation of packaged dangerous goods in bulk for transport a.6. goods identification numbers and codes, including IMDG markings and HAZCHEM signs a.7. supplier and/or client instructions a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. relevant standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures a.12. manufacturer's specifications, instructions and labelling advice for the transport of packaged dangerous goods in bulk, including materials safety data sheets
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory mass and loading regulations a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.3. Australian and State/Territory regulations related to the carriage of packaged dangerous goods in bulk a.4. relevant Australian Standards, including AS 2809.1-6, AS 2931 a.5. relevant State/Territory environmental protection legislation a.6. relevant State/Territory OHS legislation

PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS IN BULK

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess operational suitability of equipment and vehicles pertinent to dangerous goods transportation a.2. identify class and subsidiary risk labels for dangerous goods a.3. estimate weight and dimensions of load and any special requirements a.4. select appropriate equipment and work systems to enable safe, efficient work a.5. identify hazards and plan work to minimise risks when transporting packaged dangerous goods in bulk a.6. determine (any) required permits a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information a.9. maintain workplace records and documentation including completing dangerous goods declarations a.10. identify and safely handle equipment and goods a.11. apply hierarchy of hazard control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. ADG Code and relevant State/Territory mass and loading regulations as they apply to vehicles transporting packaged dangerous goods in bulk b. OHS and procedures and guidelines concerning the transport of packaged dangerous goods in bulk c. Risks when transporting packaged dangerous goods in bulk and related precautions to control the risk d. Workplace procedures and policies for the preparation of packaged dangerous goods in bulk e. Housekeeping standards procedures required in the workplace f. Methods of securing a vehicle following loading of packaged dangerous goods in bulk g. Relevant permit and license requirements h. Ability to identify and correctly use equipment required to load packaged dangerous goods in bulk i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to identify goods coding, IMDG markings and, where applicable, emergency information panels l. Ability to estimate the mass, volume and special requirements of a load m. Ability to use personal protection equipment

PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS IN BULK

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to prepare packaged dangerous goods in bulk for transport, and/or a.2. prepare packaged dangerous goods in bulk for transport in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. assessing operational suitability of equipment and vehicles pertinent to bulk dangerous goods transportation a.2. identifying class and subsidiary risk labels for dangerous goods a.3. estimating weight and dimensions of load and any special requirements a.4. selecting appropriate equipment and work systems to enable safe, efficient work a.5. identifying hazards and planning work to minimise risks when transporting packaged dangerous goods in bulk a.6. determining required permits a.7. using appropriate communication strategies and equipment a.8. locating, interpreting and applying relevant information a.9. maintaining workplace records and documentation a.10. identifying and safely handling equipment and goods a.11. applying hierarchy of hazard control b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. mass and loading regulations and procedures b.2. Dangerous Goods Code and associated regulations b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the preparation of packaged dangerous goods in bulk for transport b.5. relevant guidelines relating to the use of loading equipment b.6. housekeeping procedures b.7. environmental protection procedures when transporting packaged dangerous goods in bulk c. Action is taken promptly to report any accidents, incidents or potential difficulties in the preparation of packaged dangerous goods in bulk in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

PREPARE FOR TRANSPORT OF PACKAGED DANGEROUS GOODS IN BULK

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	2	2	3	2

TDTD2998B PREPARE ARTICLES FOR DELIVERY

Field D Load Handling

DESCRIPTION:

This unit involves the skills and knowledge required to prepare mail articles for delivery, including checking and organising articles for delivery, storing articles for delivery, and maintaining all required records.

ELEMENT	PERFORMANCE CRITERIA
1. Check and organise articles for delivery	<ul style="list-style-type: none">a. Articles are inspected to ensure that they meet all specified criteriab. Articles for delivery are sorted into groups according to specified sorting criteriac. Articles which cannot be delivered due to defects or other mitigating factors are sorted and dealt with in accordance with workplace proceduresd. Processing of articles is monitored to ensure a secure and effective workflow
2. Store articles for delivery	<ul style="list-style-type: none">a. Appropriate manual handling practices are used to shift and sort articlesb. Groups of articles for delivery are stored in appropriate areas and clearly identified for delivery type and runc. Security requirements and activities to ensure appropriate access to stored articles are followed in accordance with workplace procedures
3. Maintain records	<ul style="list-style-type: none">a. Required records and/or notices for registered mail, classified mail, parcels and defective mail articles are completed in accordance with workplace proceduresb. Records are stored in accordance with workplace procedures

Range Of Variables

PREPARE ARTICLES FOR DELIVERY

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations for the transport of articles for courier delivery b. Work is performed under indirect supervision c. Work involves the application of the basic principles and routine procedures to the preparation of articles for delivery
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Operations may be undertaken on or off base site d. Specified inspection criteria for mail may include: <ul style="list-style-type: none"> d.1. address details are complete d.2. correct postage is paid for the size, weight and type of article d.3. the packaging of articles is secure to prevent loss or damage of contents during delivery e. Sorting criteria for mail may include: <ul style="list-style-type: none"> e.1. address and delivery run e.2. the type of article or postage delivery paid e.3. the priority of delivery e.4. workplace procedures/practices f. Hazards may include: <ul style="list-style-type: none"> f.1. vehicular traffic and pedestrians f.2. uneven ground, steps, road surfaces f.3. dust and vapours f.4. hazardous or dangerous materials f.5. humidity, air temperature and radiant heat f.6. light including UV f.7. noise g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. sunglasses and UV protection h.4. two-way radios h.5. high visibility clothing

Range Of Variables (continued)

PREPARE ARTICLES FOR DELIVERY

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>i. Consultative processes may involve:</p> <ul style="list-style-type: none"> i.1. clients i.2. other employees and supervisors i.3. management i.4. union representatives i.5. industrial relations, OHS specialists i.6. other professional or technical staff <p>j. Communication in the work area may include:</p> <ul style="list-style-type: none"> j.1. fixed phone j.2. mobile phone j.3. fax j.4. e-mail j.5. Internet j.6. radio j.7. oral, aural or signed communications
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. operations manuals a.2. induction documentation a.3. competency standards and training materials a.4. manufacturer's specifications for relevant equipment a.5. Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail a.6. workplace procedures and policies for the preparation of mail for delivery a.7. supplier and/or client instructions a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State /Territory roads and traffic authority road rule and licence requirements a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail a.3. relevant State/Territory environmental protection legislation a.4. relevant State/Territory OHS legislation

PREPARE ARTICLES FOR DELIVERY

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select appropriate methods to secure mail a.2. communicate effectively in writing a.3. respond appropriately to telephone and verbal inquiries a.4. identify hazards associated with the mail a.5. use appropriate communication strategies and equipment a.6. locate, interpret and apply relevant information a.7. maintain workplace records and documentation a.8. identify and safely handle equipment required to sort and store mail a.9. apply hierarchy of control a.10. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State /Territory mass and loading regulations b. OHS and procedures and guidelines concerning the preparation of articles for mail delivery c. Risks when preparing articles for delivery and related precautions to control the risk d. Workplace procedures and policies for the preparation of articles for the sorting and storing of mail e. Housekeeping standards procedures required in the workplace f. Methods of securing mail articles g. Ability to identify and correctly use equipment required to sort and store mail h. Ability to modify activities depending on differing workplace contexts, risk situations and environments i. Ability to read and comprehend simple statements in English j. Ability to estimate the size, shape and special delivery requirements of mail articles
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to prepare mail articles for delivery, and/or a.2. prepare mail articles for delivery in an appropriate range of operational contexts

Evidence Guide (continued)

PREPARE ARTICLES FOR DELIVERY

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. selecting appropriate methods to secure mail a.2. communicating effectively in writing a.3. responding appropriately to telephone and verbal inquiries a.4. identifying hazards associated with the mail a.5. using appropriate communication strategies and equipment a.6. locating, interpreting and applying relevant information a.7. maintaining workplace records and documentation a.8. identifying and safely handling equipment required to sort and store mail a.9. applying hierarchy of hazard control a.10. using safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Dangerous Goods Code and other regulations pertaining to the delivery of mail b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions preparation of articles for mail delivery b.4. relevant guidelines relating to the use of required equipment b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any potential difficulties in the sorting and storing of mail in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to supervise mobile crane operations, including implementing the operational plan for a mobile crane lift, directing operations, supporting crane personnel in their work, and negotiating and resolving site problems on request.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of mobile cranes.

ELEMENT	PERFORMANCE CRITERIA
1. Implement operational plan	<ul style="list-style-type: none"> a. Checks are made that customer has fulfilled agreed obligations and required personnel and equipment are on site b. Plan is implemented in accordance with legislative and workplace requirements c. Check is made that hazards have been identified and hazard control strategies implemented
2. Direct operations	<ul style="list-style-type: none"> a. Customer is kept advised of any changes to operation method and any concerns are addressed promptly b. Crane personnel are encouraged to provide input to the operation c. In the event of unanticipated situations, alternative options are developed and discussed with site and crane personnel d. Emergency situations are responded to in line with workplace procedures in a manner that minimises risk of to personnel and equipment e. Responsibilities of all personnel are clarified throughout operation f. Crane personnel are coordinated and directed to ensure safe and efficient operation
3. Support crane personnel	<ul style="list-style-type: none"> a. Assistance with rigging/operating duties is provided as necessary within legislative and site requirements b. Additional equipment and personnel are arranged as necessary in line with legislative requirements c. Facilities and amenities are arranged as necessary

4. Resolve site problems on request

- a. Problem is clarified as far as possible prior to site visit to enable prioritising of work
- b. Problem is assessed through on-site consultation with crane personnel
- c. Customer's perspective on the problem is sought where relevant
- d. Decision is made regarding appropriate alternative solutions to problem, taking into account safety and workplace requirements and customer expectations
- e. Action to be taken is agreed with crane personnel and customer
- f. Agreed commitments are met in a timely manner and undertakings of others followed up to ensure personnel and customer satisfaction with the outcome
- g. Required workplace records are updated accurately, legibly and promptly

Range Of Variables

SUPERVISE MOBILE CRANE OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none">a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to mobile crane operationsb. Work is performed under general supervisionc. Work involves the application of some judgement and routine principles and procedures to the supervision of mobile crane operations

2. Worksite environment

- a. Operations may be conducted day or night and in a variety of weather conditions
- b. Environment may include movement of equipment, goods, materials and vehicular traffic
- c. Customers may be internal or external
- d. Mobile crane may be involved in work in a range of industry sectors including:
 - d.1. construction and demolition
 - d.2. manufacturing
 - d.3. waterfront
 - d.4. mining
 - d.5. primary industry
 - d.6. utilities (electricity, gas, water)
 - d.7. arboricultural
 - d.8. swimming pool
 - d.9. quarrying
- e. Hazards may include:
 - e.1. power lines
 - e.2. noise, light, energy sources
 - e.3. overhead service lines
 - e.4. surrounding buildings, structures, facilities
 - e.5. underground services
 - e.6. obstructions
 - e.7. uneven or unstable ground and recently filled trenches
 - e.8. stationary and moving machinery and equipment
 - e.9. hazardous or dangerous materials
 - e.10. traffic hazards and congestion
- f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
- g. Consultative processes may involve:
 - g.1. other employees and supervisors
 - g.2. management
 - g.3. union representatives
 - g.4. clients
 - g.5. industrial relations and OHS specialists
 - g.6. other professional or technical staff
- h. Mobile crane operations being supervised may include:
 - h.1. set-up
 - h.2. access requirements
 - h.3. lift requirements of customer

Range Of Variables (continued)

SUPERVISE MOBILE CRANE OPERATIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Requirements for access and/or lift may include: <ul style="list-style-type: none"> i.1. site restrictions and procedures i.2. authorities and permits i.3. hours of operation i.4. induction i.5. slings, chains, nets, brackets and other specialised lifting equipment i.6. noise restrictions i.7. personal protection equipment i.8. support trucks i.9. additional gear and equipment i.10. communications equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. sunscreen, sunglasses and safety glasses j.4. two-way radios j.5. high visibility clothing k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures k.5. site procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. site plans a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. operations manuals including load charts and crane and rigging manuals a.4. induction documentation a.5. competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. material safety data sheets a.11. communications technology equipment, oral, aural or signed communications a.12. personal and work area work procedures and practices a.13. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.13.1. workplace agreements and awards a.13.2. occupational health and safety procedures a.13.3. standards and certification requirements a.13.4. quality assurance procedures a.13.5. emergency procedures

Range Of Variables (continued)

SUPERVISE MOBILE CRANE OPERATIONS

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable procedures and codes may include: <ul style="list-style-type: none">a.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranesa.2. relevant State/Territory road rulesa.3. relevant State/Territory OHS legislationa.4. relevant State/Territory fatigue management regulationsa.5. relevant State/Territory environmental protection legislationa.6. equal opportunity, equal employment opportunity and affirmative action legislationa.7. Workplace Relations Act(s)

SUPERVISE MOBILE CRANE OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. implement an operational plan for a mobile crane lift a.2. direct mobile crane operations a.3. support crane personnel a.4. negotiate and resolve site problems a.5. provide guidance, advice and instruction a.6. organise the control of on-street safety a.7. ascertain weight and dimensions of load and radius requirements and centre of gravity (COG) a.8. select appropriate crane size and type a.9. communicate effectively in writing and respond to telephone and verbal inquiries a.10. locate, interpret and apply relevant information including site plans and job specifications a.11. maintain workplace records and documentation a.12. apply hierarchy of control and where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Operational procedures for crane crews e. Prioritising and multi-tasking work f. Workplace procedures concerning the supervision of mobile crane operations at a work site g. Focus of operation of work systems and equipment h. Ability to apply relevant agreements, codes of practice or other legislative requirements to the work of crane crews i. Ability to identify and direct the use of equipment, processes and procedures j. Ability to plan and guide the work of others, including predicting consequences and identifying improvements k. Ability to discuss and negotiate with clients and crew on issues related to the access to the site, setting up of the crane and the lift.
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to supervise mobile crane operations, and/or a.2. supervise mobile crane operations in an appropriate range of operational situations

SUPERVISE MOBILE CRANE OPERATIONS

5. Consistency in performance
- a. Applies underpinning knowledge and skills when:
 - a.1. implementing an operational plan for a mobile crane lift
 - a.2. directing mobile crane operations
 - a.3. supporting crane personnel
 - a.4. negotiating and resolving site problems
 - a.5. providing guidance, advice and instruction
 - a.6. organising the control of on-street safety
 - a.7. ascertaining the weight and dimensions of load and radius requirements and centre of gravity (COG)
 - a.8. selecting appropriate crane size and type
 - a.9. communicating effectively in writing and responding to telephone and verbal inquiries
 - a.10. locating, interpreting and applying relevant information including site plans and job specifications
 - a.11. maintaining workplace records and documentation
 - a.12. applying hierarchy of hazard control and, where necessary, safety precautions appropriate to the task
 - b. Shows evidence of application of relevant workplace procedures including:
 - b.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes
 - b.2. OHS policies and procedures
 - b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques
 - b.4. company procedures and work instructions (including security and housekeeping procedures)
 - b.5. relevant manufacturer's guidelines related to the setting up and operation of the mobile crane concerned
 - b.6. environmental protection procedures
 - c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and company procedures
 - d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

SUPERVISE MOBILE CRANE OPERATIONS

- 6. Context for assessment
 - a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to prepare and rig all types of loads in preparation for lifting by a crane, including preparing for the transfer of a load, assessing lifting requirements, securing a load, and detaching a load.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the rigging of loads prior to a lift by a crane.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for transfer of load	<ul style="list-style-type: none"> a. Working area is prepared and maintained in accordance with national standards and safety codes and workplace operating procedures b. Unsafe work practices and/or faulty equipment are reported in accordance with workplace procedures c. Correct personal protective equipment is identified and worn
2. Assess lifting requirements	<ul style="list-style-type: none"> a. Work operations plan is examined and requirements for the lift identified including job method and sequence, control measures and safety procedures b. Coordination requirements with other site personnel are confirmed c. The mass, dimensions and centre of gravity of the load are determined d. Appropriate lifting gear/equipment/packing, including slings, ropes, shackles, eye bolts, spreaders etc. is selected (from safety charts and SWL/WLL tags), assembled and checked for serviceability e. Damaged or worn items are tagged, rejected and reported to appropriate personnel for follow-up action
3. Secure load	<ul style="list-style-type: none"> a. Lifting/anchorage points are correctly identified b. Lifting gear/equipment/packing is connected to the load, and load secured to lifting device in accordance with workplace and manufacturer's specifications, guidelines and regulatory requirements c. Load is lifted and suspended off the lifting plane and checked to ensure it is appropriately rigged and secured d. Corrective action is undertaken where preliminary lift assessment reveals unacceptable operational situation e. Tag lines are fixed to load in accordance with work operation plan and/or, in consultation with other personnel, where required due to wind conditions and site hazards/obstacles

4. Detach Load

- a. Slings attachments are released from load ensuring no injury to personnel or damage to workplace operating procedures
- b. Damage to load/site is identified and reported in accordance with workplace procedures
- c. Lifting gear/equipment/packing is maintained and stored in accordance with workplace and manufacturer's specifications, guidelines and regulatory requirements

Range Of Variables

RIG LOAD

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to the rigging of loads during mobile crane operations b. Work is performed with general supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to the rigging of loads during mobile crane operations in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Hazards may include: <ul style="list-style-type: none"> e.1. power lines e.2. noise, light, energy sources e.3. overhead service lines e.4. surrounding buildings, structures, facilities e.5. underground services e.6. obstructions e.7. uneven or unstable ground and recently filled trenches e.8. stationary and moving machinery and equipment e.9. hazardous or dangerous materials e.10. traffic hazards and congestion f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. management g.3. union representatives g.4. clients g.5. industrial relations and OHS specialists g.6. other professional or technical staff h. Loads to be shifted are rigged and secured in accordance with workplace and regulatory standards/codes of practice

Range Of Variables (continued)

RIG LOAD

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Requirements for access and/or lift may include: <ul style="list-style-type: none"> i.1. site restrictions and procedures i.2. authorities and permits i.3. hours of operation i.4. induction i.5. slings, chains, nets, brackets and other specialised lifting equipment i.6. noise restrictions i.7. personal protection equipment i.8. support trucks i.9. additional gear and equipment i.10. communications equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. sunscreen, sunglasses and safety glasses j.4. two-way radios j.5. high visibility clothing k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures k.5. site procedures
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. operations manuals including load charts and crane and rigging manuals a.2. safe Working Load (SWL) and Working Load Limit (WLL) a.3. lifting gear safety charts a.4. induction documentation a.5. competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. material safety data sheets a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health and safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures

Range Of Variables (continued)

RIG LOAD

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable procedures and codes may include: a.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes a.2. relevant State/Territory road rules a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory fatigue management regulations a.5. relevant State/Territory environmental protection legislation

Evidence Guide

RIG LOAD

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare for transfer of load a.2. assess lifting requirements a.3. select appropriate lifting equipment a.4. secure and detach load a.5. use appropriate communication strategies and equipment a.6. locate, interpret and apply relevant information a.7. maintain company records and documentation a.8. identify and safely handle equipment and goods a.9. apply hierarchy of control and, where necessary, safety precautions appropriate to the task
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements pertaining to rigging of loads during mobile crane operations b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Operational procedures for crane crews e. Requirements for Safe Working Load (SWL) or Working Load Limit (WLL) f. Prioritising and multi-tasking work g. Workplace procedures concerning the rigging of loads during mobile crane operations h. Focus of operation of work systems and equipment i. Ability to apply relevant agreements, codes of practice or other legislative requirements j. Ability to identify and correctly use equipment, processes and procedures k. Ability to plan own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to rig loads during mobile crane operations and/or a.2. rig loads during mobile crane operations in an appropriate range of operational situations

Evidence Guide (continued)

RIG LOAD

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. preparing for transfer of load a.2. assessing lifting requirements a.3. selecting appropriate lifting equipment a.4. securing and detaching load a.5. using appropriate communication strategies and equipment a.6. locating, interpreting and applying relevant information a.7. maintaining company records and documentation a.8. identifying and safely handling equipment and goods a.9. applying hierarchy of control and, where necessary, safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory regulations and licence/permit requirements pertaining to the rigging of loads during mobile crane operations b.2. OHS policies and procedures b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. relevant manufacturer's guidelines related to the use of rigging gear b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and company procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to plan and conduct a specialised lift by a mobile crane (excluding demolition work). It involves a lift which may be specialised in terms of job and equipment requirements, the qualities of the load, or the critical aspects of the location(s) of the lift, and includes preparing for transfer of a load, assessing lifting requirements, securing a load, and detaching a load.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of mobile cranes.

ELEMENT	PERFORMANCE CRITERIA
1. Inspect site	<ul style="list-style-type: none"> a. Site is inspected as required with other relevant personnel to assess job requirements b. All necessary parameters are measured to ensure accuracy of calculations c. Hazards are identified through inspection of site and load d. Additional information regarding load and possible hazards is sought from customer and expert personnel e. Special site requirements are identified
2. Plan the lift	<ul style="list-style-type: none"> a. Operation plan is developed in consultation with other relevant personnel to include hazard prevention/control measures in line with workplace procedures, applicable Australian standards and codes of practice b. Where required, approval to carry out lift is obtained from the appropriate statutory authority c. Multiple crane lifts are planned (as applicable) to encompass the determination of the types of cranes suitable for use and an assessment of the share of the load to be carried by each crane d. Crane's load chart is interpreted and information on permissible loads, radii, weights, boom and jib taken into account in planning the job e. Safe Working Load (SWL) or Working Load Limit (WLL) is calculated f. Appropriate drawings and simulations are created to check feasibility of planned operations g. Information from previous lifts is used in developing the operational plan h. A range of different alternatives is considered to ensure effective and safe lift i. Unsolicited, irrelevant information is disregarded to focus on the task at hand j. Need for additional/specialised equipment is ascertained and arrangements made for collection/delivery to site k. Communication system is determined and all team members are briefed on its use in conducting lift

3. Set up lift	<ul style="list-style-type: none"> a. Site measurements are checked to verify accuracy b. Operating and emergency controls are checked to ensure the crane is in safe working order c. Appropriate personal protective equipment is selected and worn in accordance with manufacturer's specifications and site requirements d. Site is isolated as necessary and, when required, assistance sought to ensure public safety e. Other personnel on site are directed as necessary to ensure risks to personnel and equipment are minimised f. Variables which affect the predictability of the operation are eliminated wherever possible
4. Work effectively in team	<ul style="list-style-type: none"> a. The advice of all team members is sought in developing the operational plan b. Ideas are discussed and evaluated with team members to determine viability and reach consensus on an effective plan c. Individual roles and responsibilities are clarified and agreed d. Other team members are assisted as necessary to ensure the operation can be completed safely and efficiently
5. Lift and move load	<ul style="list-style-type: none"> a. Nominated authorised person is recognised as being in control and instructions are followed b. Test runs are conducted as necessary to ensure a safe lift c. Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian standard d. Danger is anticipated by monitoring of crane and load, and instruction to stop operation given where there are any concerns the lift is not proceeding as planned e. Potential impact of change in one area of operation on the lift as a whole is recognised f. In the event of unanticipated situations, contribution is made to developing alternative operational plan
6. Follow up on job	<ul style="list-style-type: none"> a. Specialised equipment is checked and re-stored in accordance with workplace procedures b. Operation is reviewed in consultation with relevant personnel and contribution made to recommendations for review of procedures where appropriate c. Need for further after job debriefing or counselling is recognised and appropriate action taken d. Records are completed promptly in line with workplace procedures

Range Of Variables

PLAN AND CONDUCT SPECIALISED LIFT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to specialised mobile crane operations b. Work is performed under general supervision c. Work involves the application of some judgement and routine principles and procedures to the planning and conduct of specialised lifts in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Specialised lifts may include: <ul style="list-style-type: none"> e.1. large surface areas-pools e.2. tilt-up panels e.3. drive-in movie screens e.4. tree removal and replacement e.5. bridge beams e.6. multiple crane lifts e.7. passing loads to other cranes e.8. tailing out of loads e.9. turning loads over e.10. lifting high value goods e.11. recovery work e.12. specialised operations-drag lines e.13. clam shell e.14. pile driving e.15. barge work e.16. work involving work box duties

Range Of Variables (continued)

PLAN AND CONDUCT SPECIALISED LIFT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Hazards may include:</p> <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion <p>g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</p> <p>h. Consultative processes may involve:</p> <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. management h.3. union representatives h.4. clients h.5. industrial relations and OHS specialists h.6. other professional or technical staff <p>i. Requirements for access and/or lift may include:</p> <ul style="list-style-type: none"> i.1. site restrictions and procedures i.2. authorities and permits i.3. hours of operation i.4. induction i.5. slings, chains, nets, brackets and other specialised lifting equipment i.6. noise restrictions i.7. personal protection equipment i.8. support trucks i.9. additional gear and equipment i.10. communications equipment <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. sunscreen, sunglasses and safety glasses j.4. two-way radios j.5. high visibility clothing <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures k.5. site procedures

Range Of Variables (continued)

PLAN AND CONDUCT SPECIALISED LIFT

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. site plans a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. operations manuals including load charts and crane and rigging manuals a.4. induction documentation a.5. competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. personal and work area work procedures and practices a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health and safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations and licence/permit requirements pertaining to specialised mobile crane operations a.2. relevant State/Territory road rules a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory fatigue management regulations a.5. relevant State/Territory environmental protection legislation

PLAN AND CONDUCT SPECIALISED LIFT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. inspect site and recognise requirements of the specialised lift a.2. locate, interpret and apply relevant information including site plans and job specifications a.3. plan the lift a.4. determine required permits a.5. set up lift a.6. work effectively in team a.7. lift and move load a.8. follow up on job a.9. use appropriate communication strategies and equipment a.10. communicate effectively in writing and respond to telephone and verbal inquiries a.11. maintain workplace records and documentation a.12. apply hierarchy of control and, where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Operational procedures for crane crews e. Prioritising and multi-tasking work f. Company work procedures concerning the setting up and rigging of a mobile crane at a work site g. Focus of operation of work systems and equipment h. Application of relevant agreements, codes of practice or other legislative requirements i. Identification and correct use of equipment, processes and procedures j. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to plan and conduct a specialised lift and/or a.2. plan and conduct a specialised lift in an appropriate range of operational situations

PLAN AND CONDUCT SPECIALISED LIFT

5. Consistency in performance
- a. Applies underpinning knowledge and skills when:
 - a.1. inspecting site and recognising requirements of a specialised lift
 - a.2. locating, interpreting and applying relevant information including site plans and job specifications
 - a.3. planning the lift
 - a.4. determining required permits
 - a.5. setting up lift
 - a.6. working effectively in team
 - a.7. lifting and moving load
 - a.8. following up on job
 - a.9. using appropriate communication strategies and equipment
 - a.10. communicating effectively in writing and responding to telephone and verbal inquiries
 - a.11. maintaining workplace records and documentation
 - a.12. applying hierarchy of control and where necessary, safety precautions appropriate to the task
 - b. Shows evidence of application of relevant workplace procedures including:
 - b.1. relevant State/Territory regulations and licence/permit requirements pertaining to specialised mobile crane operations
 - b.2. OHS policies and procedures
 - b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques
 - b.4. workplace procedures and instructions (including security and housekeeping procedures)
 - b.5. relevant manufacturer's guidelines related to the setting up and operation of the mobile crane concerned
 - b.6. environmental protection procedures
 - c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and workplace procedures
 - d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

PLAN AND CONDUCT SPECIALISED LIFT

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to operate a vehicle-mounted loading crane to shift loads, including positioning and stabilising the crane, operating the vehicle-mounted crane, monitoring lift conditions, packing up the crane after operations, and completing all required job records.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of vehicle-mounted cranes.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Position and stabilise crane</p>	<ul style="list-style-type: none"> a. Crane is driven to position as per job plan to ensure safe operation in accordance with applicable Australian standards, codes of practice, manufacturer's specifications and, where applicable, regulatory and local government requirements b. Where appropriate, barriers, fencing, temporary boundaries, signage and the like are used to isolate working area in accordance with safe working practice and lift requirements c. Ground is checked to ensure it is firm enough to bear the load d. Appropriate plates or packing are correctly used to adequately distribute the load e. Any outriggers and stabilisers are correctly deployed and positioned in accordance with manufacturer's instructions and the appropriate Australian standard and other relevant statutory regulations or local authority requirements f. Outrigger packing is checked for adequacy prior to and after load is taken
<p>2. Operate vehicle-mounted crane</p>	<ul style="list-style-type: none"> a. Planned hazard control strategies are implemented b. Required signals are correctly given, interpreted and followed in accordance with appropriate Australian standards c. Load mass is assessed and correlated with lifting capacity of crane throughout proposed radii of operation d. Appropriate lifting gear is selected and load secured e. Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian standard f. Crane controls are operated smoothly g. Crane is shut down and secured during periods of non-operation according to manufacturer's specifications and workplace procedures

<p>3. Monitor lift conditions</p>	<ul style="list-style-type: none"> a. Load is constantly monitored to ensure load and structural stability b. Conditions which may affect the continuing stability of the crane are identified and monitored c. Unplanned situations are responded to in line with workplace procedures in a manner that minimises risk to personnel and equipment d. Advice is sought from supervisor where there is doubt about correct response to unanticipated conditions, or conflict with customer request e. Supervisor/allocator is advised of any concern about completing the job within timeframe f. Shut-down procedures are implemented in accordance with manufacturer's instructions in the event of an emergency g. The relevant motion locks and brakes are applied h. Crane is shut down using the correct sequence of procedures in accordance with manufacturer's specifications and workplace procedures i. Routine post-operational equipment checks are carried out in accordance with manufacturer's specifications
<p>4. Pack up crane</p>	<ul style="list-style-type: none"> a. All lifting equipment and crane components are checked for any signs of deterioration or damage in accordance with the appropriate Australian standard b. Damaged or worn equipment is segregated and reported to an authorised person for testing/repair/destruction c. Crane equipment is correctly stowed and secured in accordance with manufacturer's instructions and the appropriate Australian standard d. Crane is immobilised and secured for travel in accordance with manufacturer's instructions, workplace guidelines and regulatory requirements
<p>5. Complete job records</p>	<ul style="list-style-type: none"> a. Customer feedback is sought regarding satisfaction with the completed job and any areas of concern reported according to workplace procedures b. Customer's signature on job completion documentation is obtained c. Required workplace records are updated accurately and promptly and processed according to workplace procedures

Range Of Variables

OPERATE A VEHICLE-MOUNTED LOADING CRANE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to vehicle-mounted loading cranes b. Work is performed under general supervision c. Work involves the application of routine principles and procedures to the operation of a vehicle-mounted loading crane in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Hazards may include: <ul style="list-style-type: none"> e.1. power lines e.2. noise, light, energy sources e.3. overhead service lines e.4. surrounding buildings, structures, facilities e.5. underground services e.6. obstructions e.7. uneven or unstable ground and recently filled trenches e.8. stationary and moving machinery and equipment e.9. hazardous or dangerous materials e.10. traffic hazards and congestion f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. management g.3. union representatives g.4. clients g.5. industrial relations and OHS specialists g.6. other professional or technical staff

Range Of Variables (continued)

OPERATE A VEHICLE-MOUNTED LOADING CRANE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Requirements for access and/or lift may include:</p> <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. authorities and permits h.3. hours of operation h.4. induction h.5. slings, chains, nets, brackets and other specialised lifting equipment h.6. noise restrictions h.7. personal protection equipment h.8. support trucks h.9. additional gear and equipment h.10. communications equipment <p>i. Personal protection equipment may include:</p> <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. sunscreen, sunglasses and safety glasses i.4. two-way radios i.5. high visibility clothing <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures j.5. site procedures
<p>3. Sources of information/ documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. operations manuals for vehicle-mounted loading cranes a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. material safety data sheets a.4. induction documentation a.5. competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications for vehicle-mounted loading cranes a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. personal and work area work procedures and practices a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health and safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures

Range Of Variables (continued)

OPERATE A VEHICLE-MOUNTED LOADING CRANE

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable procedures and codes may include:<ul style="list-style-type: none">a.1. relevant State/Territory regulations and licence/permit requirements pertaining to vehicle-mounted loading cranesa.2. relevant State/Territory road rulesa.3. relevant State/Territory OHS legislationa.4. relevant State/Territory fatigue management regulationsa.5. relevant State/Territory environmental protection legislation

OPERATE A VEHICLE-MOUNTED LOADING CRANE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. position and stabilise crane a.2. operate vehicle-mounted crane a.3. monitor lift conditions a.4. pack up crane after operations a.5. communicate effectively in writing and respond to telephone and verbal inquiries a.6. identify job and site hazards a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information including site plans and job specifications a.9. maintain company records and documentation a.10. identify and safely handle equipment and goods a.11. apply hierarchy of control and, where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Operational procedures for crane crews e. Prioritising and multi-tasking work f. Company work procedures concerning the setting up and rigging of a mobile crane at a work site g. Focus of operation of work systems and equipment h. Application of relevant agreements, codes of practice or other legislative requirements i. Identification and correct use of equipment, processes and procedures j. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to operate a vehicle-mounted loading crane and/or a.2. operate vehicle-mounted loading cranes in an appropriate range of operational situations

OPERATE A VEHICLE-MOUNTED LOADING CRANE

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. positioning and stabilising crane a.2. operating vehicle-mounted crane a.3. monitoring lift conditions a.4. packing up crane after operations a.5. communicating effectively in writing and responding to telephone and verbal inquiries a.6. identifying job and site hazards a.7. using appropriate communication strategies and equipment a.8. locating, interpreting and applying relevant information including site plans and job specifications a.9. maintaining company records and documentation a.10. identifying and safely handling equipment and goods a.11. applying hierarchy of control and, where necessary, safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory regulations and licence/permit requirements pertaining to vehicle-mounted loading cranes b.2. OHS policies and procedures b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. relevant manufacturer's guidelines b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and company procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

TDTD3498B OPERATE A MOBILE CRANE UP TO AND INCLUDING 20 TONNES ON A DEMOLITION SITE

Field D Load Handling

DESCRIPTION:

This unit involves the skills and knowledge required to operate a slewing mobile crane on a demolition site, including planning and preparing for demolition site operation, and lifting demolition materials and equipment in accordance with regulatory requirements. (Note this units does not include the use of a ball for demolition work. Reference should be made to relevant competency standards designed for the construction industry for this purpose.)

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the use of mobile cranes on demolition sites.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Plan and prepare for demolition site operation</p>	<ul style="list-style-type: none"> a. Access and walking area are surveyed for hazards, including specific demolition site ground hazards, and elimination or control measures are implemented b. Weight of load is estimated through measurement and calculation c. Structural integrity of load to be lifted is assessed and taken into account in planning the operation d. A range of alternatives for slinging the load are considered in consultation with relevant personnel, taking into consideration all probable factors e. Risk management strategy is developed providing adequate safety margins f. Possible implication of load contingencies is considered and plans are developed to deal with each contingency g. Operational plan is developed to include risk management strategies and contingency plans in line with applicable Australian standards and codes of practice h. Area is cleared of non-required personnel, distractions controlled, and site isolated as necessary i. Risk of operation is explained to customer, liability is explained and indemnity is signed according to workplace procedures
<p>2. Lift equipment and materials</p>	<ul style="list-style-type: none"> a. Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian Standard b. Detailed information is shared with other crane personnel throughout the lift c. Crane and load are carefully monitored throughout the lift so that problems can be anticipated and contingency plans effectively implemented if necessary d. If load exceeds given weight, alternative methods of freeing the load are considered and agreed in consultation with relevant personnel

Range Of Variables

OPERATE A MOBILE CRANE UP TO AND INCLUDING 20 TONNES ON A DEMOLITION SITE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none">a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to the operation of mobile cranes on demolition sitesb. Work is performed under general supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomesc. Work involves the application of routine principles and procedures to the operation of slewing and non-slewing cranes up to 20 tonne on a demolition site

2. Worksite environment

- a. Operations may be conducted day or night and in a variety of weather conditions
- b. Environment may include movement of equipment, goods, materials and vehicular traffic
- c. Customers may be internal or external
- d. Mobile crane may include any lattice boom slewing and non-slewing mobile crane up to and including 20 tonnes involved in lifting of materials and equipment on a demolition site (however, this unit does not cover mobile cranes of load capacity beyond 20 tonnes nor the swinging or dropping of balls or weights for demolition purposes)
- e. Hazards may include:
 - e.1. power lines
 - e.2. noise, light, energy sources
 - e.3. overhead service lines
 - e.4. surrounding buildings, structures, facilities
 - e.5. underground services
 - e.6. obstructions
 - e.7. uneven or unstable ground and recently filled trenches
 - e.8. stationary and moving machinery and equipment
 - e.9. hazardous or dangerous materials
 - e.10. traffic hazards and congestion
- f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
- g. Consultative processes may involve:
 - g.1. other employees and supervisors
 - g.2. management
 - g.3. union representatives
 - g.4. clients
 - g.5. industrial relations and OHS specialists
 - g.6. other professional or technical staff
- h. Personal protection equipment may include:
 - h.1. gloves
 - h.2. safety headwear and footwear
 - h.3. sunscreen, sunglasses and safety glasses
 - h.4. two-way radios
 - h.5. high visibility clothing

Range Of Variables (continued)

OPERATE A MOBILE CRANE UP TO AND INCLUDING 20 TONNES ON A DEMOLITION SITE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>i. Requirements for access and/or lift may include:</p> <ul style="list-style-type: none"> i.1. site restrictions and procedures i.2. authorities and permits i.3. hours of operation i.4. induction i.5. slings, chains, nets, brackets and other specialised lifting equipment i.6. noise restrictions i.7. personal protection equipment i.8. support trucks i.9. additional gear and equipment i.10. communications equipment <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures j.5. site procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. demolition site plans a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. operations manuals including load charts and crane and rigging manuals a.4. induction documentation a.5. competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. personal and work area work procedures and practices a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health and safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures

4. **Applicable regulations and legislation**

- a. Applicable procedures and codes may include:
 - a.1. relevant State/Territory regulations and licence/permit requirements pertaining to use of mobile on demolition sites
 - a.2. relevant Australian Standards and certification requirements and specifically AS2550.1 (Sect. 7.20) and AS26.1
 - a.3. relevant State/Territory road rules
 - a.4. relevant State/Territory OHS legislation
 - a.5. relevant State/Territory fatigue management regulations
 - a.6. relevant State/Territory environmental protection legislation

OPERATE A MOBILE CRANE UP TO AND INCLUDING 20 TONNES ON A DEMOLITION SITE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. plan and prepare for demolition site operation a.2. identify alternative strategies for situations a.3. control on-street and site safety a.4. ascertain weight and dimensions of load and radius requirements and COG (Centre of Gravity) a.5. carry out a lift of equipment and materials on a demolition site a.6. identify job and site hazards a.7. determine required permits a.8. locate, interpret and apply relevant information a.9. communicate effectively in writing and respond to telephone and verbal inquiries a.10. use appropriate communication strategies and equipment a.11. maintain workplace records and documentation a.12. identify and safely handle equipment and goods a.13. apply hierarchy of control and where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements pertaining to the use of mobile cranes on demolition sites b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Hazards of mobile crane operations on a demolition site and action that can be taken to minimise the risks involved e. Operational procedures for crane crews f. Prioritising and multi-tasking work g. Company work procedures concerning the use of mobile cranes up to 20 tonne capacity on a construction site h. Focus of operation of work systems and equipment i. Ability to apply relevant agreements, codes of practice or other legislative requirements j. Ability to identify and correctly use equipment, processes and procedures k. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to use a mobile crane up to 20 tonne capacity on a demolition site, and/or a.2. use mobile cranes up to 20 tonne capacity on demolition sites in an appropriate range of operational situations

OPERATE A MOBILE CRANE UP TO AND INCLUDING 20 TONNES ON A DEMOLITION SITE

5. Consistency in performance
- a. Applies underpinning knowledge and skills when:
 - a.1. planning and preparing for demolition site operation
 - a.2. identifying alternative strategies for situations
 - a.3. controlling on-street and site safety
 - a.4. ascertaining weight and dimensions of load and radius requirements and COG (Centre of Gravity)
 - a.5. carrying out a lift of equipment and materials on a demolition site
 - a.6. identifying job and site hazards
 - a.7. determining required permits
 - a.8. locating, interpreting and applying relevant information
 - a.9. communicating effectively in writing and responding to telephone and verbal inquiries
 - a.10. using appropriate communication strategies and equipment during lifting operations
 - a.11. maintaining workplace records and documentation
 - a.12. identifying and safely handling equipment and materials
 - a.13. applying the hierarchy of hazard control and, where necessary, safety precautions appropriate to the task
 - b. Shows evidence of application of relevant workplace procedures including:
 - b.1. relevant State/Territory regulations and licence/permit requirements pertaining to the use of mobile cranes on demolition sites
 - b.2. OHS policies and procedures
 - b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques
 - b.4. workplace procedures and instructions (including security and housekeeping procedures)
 - b.5. relevant manufacturer's guidelines related to the operation of mobile cranes
 - b.6. environmental protection procedures
 - c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and company procedures
 - d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

OPERATE A MOBILE CRANE UP TO AND INCLUDING 20 TONNES ON A DEMOLITION SITE

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to operate a boom type elevating work platform, including inspecting and testing the elevating work platform, assessing job requirements and work, planning work and setting up for lift, carrying out the elevation, implementing planned hazard control and strategies, and packing up the work platform after operations.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of boom type elevating work platforms.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Inspect and test elevating work platform</p>	<ul style="list-style-type: none"> a. Work platform is visually inspected prior to operation for any evidence of damage, structural weakness or interference according to pre-operational safety check procedures b. Routine pre-operational equipment checks are carried out in accordance with available checklists c. Work platform log book is checked, service requirements are noted and maintenance personnel advised of any requirements d. Elevating work platform is started in accordance with manufacturer's guidelines and start-up procedures for operations and any abnormal noise or movement reported to an authorised person for corrective action e. Start-up checks are conducted according to manufacturer's specifications and company procedures to ensure work platform and equipment are operating correctly f. Faults are corrected or are reported to an authorised person for corrective action according to company procedures g. The operating and emergency controls are checked for correct operation in accordance with manufacturer's specifications including use of the emergency decent device h. Boom is lowered under simulated emergency conditions to check for operational effectiveness i. Gear and accessories are checked and damaged or worn gear is segregated and reported to an authorised person for testing/repair/destruction j. Results of inspections are recorded and reported according to company procedures

<p>2. Assess job requirements and work</p>	<p>a. Briefing, hand-over details, authorisations and clearances are received, interpreted and clarified in accordance with company and site procedures and legislative requirements</p> <p>b. Work area is inspected and potential hazards are identified and appropriate elimination or control measures selected</p> <p>c. Weight of load including personnel and equipment is correctly estimated to ensure job is within limits of work platform capacity</p>
<p>3. Plan work and set up for lift</p>	<p>a. A work plan is developed and agreed with relevant workplace personnel to include hazard prevention/control measures and safety and emergency procedures in line with applicable Australian standards</p> <p>b. A suitable firm and level standing is chosen and prepared for the location of the elevating work platform</p> <p>c. Outriggers and stabilisers are correctly deployed and positioned in accordance with manufacturer's instructions and appropriate Australian standards</p> <p>d. Appropriate plates or packing are correctly used under the footplates as required to adequately distribute the loading</p> <p>e. Ground is checked before and after packing is installed to ensure it is firm enough to bear the load</p> <p>f. The job plan is developed to include hazard prevention/control measures and safety procedures in line with applicable Australian standards and to equipment manufacturer's specifications</p> <p>g. Work platform load chart is located and information on permissible loads, radii and heights taken into account in planning the job</p> <p>h. The job plan takes into account job requirements and workplace rules and procedures</p> <p>i. Job plan is discussed and confirmed with relevant personnel</p> <p>j. Work gear and tools are properly stowed in the elevating work platform in accordance with Australian standards, company procedures and guides</p>
<p>4. Carry out elevation</p>	<p>a. Configuration and operation of elevating work platform are checked as necessary to ensure safe lift</p> <p>b. Operation of work platform is carried out in accordance with the job plan, the appropriate Australian standard and manufacturer's specifications</p>
<p>5. Planned hazard control and strategies are implemented</p>	<p>a. Load is constantly monitored to ensure safety of personnel, load and structural stability</p> <p>b. Unplanned situations are responded to in line with company procedures in a manner that minimises risk to personnel and equipment</p> <p>c. Required signals are correctly given, interpreted and followed in accordance with appropriate Australian standards</p>

6. Pack up work platform

- a. The elevating work platform is shut down using the correct sequence of procedures in accordance with manufacturer's instructions
- b. Routine post-operational equipment checks are carried out in accordance with manufacturer's instructions and available checklists and defects recorded and reported in line with company procedures
- c. The elevating work platform is dismantled in accordance with the job plan, manufacturer's instructions and relevant statutory regulations
- d. The outriggers and stabilisers are secured and stowed in accordance with manufacturer's instructions
- e. The elevating work platform is correctly stowed and secured in accordance with manufacturer's instructions and company procedures

Range Of Variables

OPERATE A BOOM TYPE ELEVATING WORK PLATFORM

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to boom type elevating work platform operations b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to the operation of a boom type elevating work platform in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Boom type elevating work platform may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Hazards may include: <ul style="list-style-type: none"> e.1. power lines e.2. noise, light, energy sources e.3. overhead service lines e.4. surrounding buildings, structures, facilities e.5. underground services e.6. obstructions e.7. uneven or unstable ground and recently filled trenches e.8. stationary and moving machinery and equipment e.9. hazardous or dangerous materials e.10. traffic hazards and congestion f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. management g.3. union representatives g.4. clients g.5. industrial relations and OHS specialists g.6. other professional or technical staff

Range Of Variables (continued)

OPERATE A BOOM TYPE ELEVATING WORK PLATFORM

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>h. Requirements for access and/or lift may include:</p> <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. authorities and permits h.3. hours of operation h.4. induction h.5. slings, chains, nets, brackets and other specialised lifting equipment h.6. noise restrictions h.7. personal protection equipment h.8. support trucks h.9. additional gear and equipment h.10. communications equipment <p>i. Personal protection equipment may include:</p> <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. sunscreen, sunglasses and safety glasses i.4. two-way radios i.5. high visibility clothing <p>j. Elevating platforms may include:</p> <ul style="list-style-type: none"> j.1. mechanically operated equipment j.2. hydraulically operated equipment j.3. electrically operated equipment <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures k.5. site procedures
3. Sources of information/ documents	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. operations manuals a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. site plans a.4. induction documentation a.5. competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. personal and work area work procedures and practices a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health and safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures

Range Of Variables (continued)

OPERATE A BOOM TYPE ELEVATING WORK PLATFORM

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable procedures and codes may include: a.1. relevant State/Territory regulations and licence/permit requirements pertaining to the operation of boom type elevating work platforms a.2. relevant State/Territory road rules a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory fatigue management regulations a.5. relevant State/Territory environmental protection legislation

OPERATE A BOOM TYPE ELEVATING WORK PLATFORM

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. operate a boom type elevating work platform a.2. control on-street safety a.3. ascertain weight and dimensions of load and radius requirements and centre of gravity (COG) a.4. select appropriate platform size and type a.5. communicate effectively in writing and respond to telephone and verbal inquiries a.6. identify job and site hazards a.7. determine required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information including site plans and job specifications a.10. maintain company records and documentation a.11. identify and safely handle equipment and goods a.12. apply hierarchy of control and, where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements pertaining to boom type elevating work platform operation b. Relevant OHS and environmental procedures and regulations c. Boom type elevating work platform applications, capacities, configurations, safety hazards and control mechanisms d. Workplace procedures concerning the operation of a boom type elevating work platform at a work site e. Risks and hazards involved in the operation of a boom type elevating work platform and the associated action that can be taken to eliminate or minimise the risk/hazards concerned f. Focus of operation of work systems and equipment g. Ability to prioritise and multi-task work h. Ability to apply relevant agreements, codes of practice or other legislative requirements i. Ability to identify and correctly use equipment, processes and procedures j. Ability to plan own work including predicting consequences and identifying improvements

Evidence Guide (continued)

OPERATE A BOOM TYPE ELEVATING WORK PLATFORM

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to operate a boom type elevating work platform at a work site and/ora.2. operate boom type elevating work platforms in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. operating a boom type elevating work platforma.2. controlling on-street safetya.3. ascertaining weight and dimensions of load and radius requirements and centre of gravity (COG)a.4. selecting an appropriate platform size and typea.5. identifying job and site hazardsa.6. determining required permitsa.7. using appropriate communication strategies and equipmenta.8. locating, interpreting and applying relevant information including site plans and job specificationsa.9. maintaining company records and documentationa.10. identifying and safely handling equipment and goodsa.11. applying hierarchy of control and, where necessary, safety precautions appropriate to the taskb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant State/Territory regulations and licence/permit requirements pertaining to boom type elevating work platformsb.2. OHS policies and proceduresb.3. identification of operational hazards and the use of appropriate hazard minimisation techniquesb.4. company procedures and work instructions (including security and housekeeping procedures)b.5. relevant manufacturer's guidelines related to the operation of a boom type elevating work platformb.6. environmental protection proceduresc. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and company proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

OPERATE A BOOM TYPE ELEVATING WORK PLATFORM

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to lift and move a load using a mobile crane up to and including 20 tonnes, including operating mobile crane to complete job requirements, monitoring lift conditions, implementing shut-down procedures, packing up crane after operations, and completing all required job records.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of mobile cranes up to and including 20 tonnes.

ELEMENT	PERFORMANCE CRITERIA
1. Operate mobile crane	<ul style="list-style-type: none"> a. In ascent and descent to/from crane correct use is made of the means provided in accordance with codes of practice and workplace procedures b. Planned hazard control strategies are implemented c. Required signals are correctly given, interpreted and followed in accordance with appropriate Australian standards d. Boom is positioned to ensure load to be lifted is plumbed under hook e. Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian standard f. Crane controls are operated smoothly g. Where necessary, crane is mobilised according to manufacturer's specifications, appropriate Australian standards, workplace procedures h. Crane is shut down and secured during periods of non-operation according to manufacturer's specifications and workplace procedures
2. Monitor lift conditions	<ul style="list-style-type: none"> a. Load is constantly monitored to ensure load and structural stability b. Conditions which may affect the continuing stability of the crane are identified and monitored c. Unplanned situations are responded to in line with workplace procedures in a manner that minimises risk to personnel and equipment d. Dogger is advised of any new information which affects the lift e. Any necessary changes to job plan are discussed and confirmed with rest of crew f. Advice is sought from supervisor where there is doubt about correct response to unanticipated conditions, or conflict with customer request g. Supervisor/allocator is advised of any concern about completing the job within timeframe

<p>3. Implement shut-down procedures</p>	<ul style="list-style-type: none"> a. The relevant motion locks and brakes are applied b. Crane is shut down using the correct sequence of procedures in accordance with manufacturer's specifications and workplace procedures c. Routine post-operational equipment checks are carried out in accordance with manufacturer's specifications
<p>4. Pack up crane</p>	<ul style="list-style-type: none"> a. Crane is de-rigged with other crane personnel in accordance with manufacturer's instructions b. All lifting equipment and crane components are checked in consultation with crane personnel for any signs of deterioration or damage in accordance with the appropriate Australian standard c. Damaged or worn equipment is segregated and reported to an authorised person for testing/repair/destruction d. Crane and equipment are correctly stowed and secured in accordance with manufacturer's instructions and the appropriate Australian standard
<p>5. Complete job records</p>	<ul style="list-style-type: none"> a. Customer feedback is sought regarding satisfaction with the completed job and any areas of concern reported according to workplace procedures b. Customer's signature on job completion documentation is obtained c. Required workplace records are updated accurately and promptly and processed according to workplace procedures

Range Of Variables

LIFT AND MOVE LOAD USING MOBILE CRANE UP TO AND INCLUDING 20 TONNES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to operations of mobile cranes up to and including 20 tonnes b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles, procedures and regulations to lift and move loads using slewing and non-slewing mobile cranes up to and including 20 tonnes in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may be any slewing and non-slewing crane up to and including 20 tonne capacity and may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Hazards may include: <ul style="list-style-type: none"> e.1. power lines e.2. noise, light, energy sources e.3. overhead service lines e.4. surrounding buildings, structures, facilities e.5. underground services e.6. obstructions e.7. uneven or unstable ground and recently filled trenches e.8. stationary and moving machinery and equipment e.9. hazardous or dangerous materials e.10. traffic hazards and congestion f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment g. Personal protection equipment may include: <ul style="list-style-type: none"> g.1. gloves g.2. safety headwear and footwear g.3. sunscreen, sunglasses and safety glasses g.4. two-way radios g.5. high visibility clothing

Range Of Variables (continued)

LIFT AND MOVE LOAD USING MOBILE CRANE UP TO AND INCLUDING 20 TONNES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Consultative processes may involve:</p> <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. management h.3. union representatives h.4. clients h.5. industrial relations and OHS specialists h.6. other professional or technical staff <p>i. Requirements for access and/or lift may include:</p> <ul style="list-style-type: none"> i.1. site restrictions and procedures i.2. authorities and permits i.3. hours of operation i.4. induction i.5. slings, chains, nets, brackets and other specialised lifting equipment i.6. noise restrictions i.7. personal protection equipment i.8. support trucks i.9. additional gear and equipment i.10. communications equipment <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures j.5. site procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. site plans a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. operations manuals including load charts and crane and rigging manuals a.4. induction documentation a.5. competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. personal and work area work procedures and practices a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health and safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures

Range Of Variables (continued)

LIFT AND MOVE LOAD USING MOBILE CRANE UP TO AND INCLUDING 20 TONNES

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable procedures and codes may include:<ul style="list-style-type: none">a.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes up to and including 20 tonnesa.2. relevant Australian standards and certification requirementsa.3. relevant State/Territory road rulesa.4. relevant State/Territory OHS legislationa.5. relevant State/Territory fatigue management regulationsa.6. relevant State/Territory environmental protection legislation

LIFT AND MOVE LOAD USING MOBILE CRANE UP TO AND INCLUDING 20 TONNES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. operate the mobile crane in accordance with regulatory requirements a.2. monitor the lift and identify and report/rectify problems a.3. ascertain weight and dimensions of load and radius requirements and centre of gravity (COG) a.4. select appropriate crane size and type a.5. communicate effectively in writing and respond to telephone and verbal inquiries a.6. identify job and site hazards a.7. determine required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information including site plans and job specifications a.10. maintain company records and documentation a.11. identify and safely handle equipment and goods a.12. apply hierarchy of control and where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Risks and hazards involved in mobile crane operation and associated action that can be taken to eliminate or minimise the risk e. Workplace procedures concerning the operation of a mobile crane at a work site f. Problems that may occur during a lift and associated action that can be taken to address the problems concerned g. Communication systems used during a lift h. Focus of operation of work systems and equipment i. Ability to prioritise and multi-task work j. Ability to apply relevant agreements, codes of practice or other legislative requirements k. Ability to identify and correctly use equipment, processes and procedures l. Ability to plan own work including predicting consequences and identifying improvements

LIFT AND MOVE LOAD USING MOBILE CRANE UP TO AND INCLUDING 20 TONNES

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to lift and move a load using a mobile crane up to and including 20 tonnes, and/or a.2. lift and move loads using mobile cranes up to and including 20 tonnes in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. operating the mobile crane in accordance with regulatory requirements a.2. monitoring the lift and identifying and reporting/rectifying problems a.3. ascertaining weight and dimensions of load and radius requirements and centre of gravity (COG) a.4. selecting appropriate crane size and type a.5. identifying job and site hazards a.6. determining required permits a.7. using appropriate communication strategies and equipment a.8. locating, interpreting and applying relevant information including site plans and job specifications a.9. maintaining company records and documentation a.10. identifying and safely handle equipment and goods a.11. applying hierarchy of control and, where necessary, safety precautions appropriate to the task b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes b.2. OHS policies and procedures b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques b.4. company procedures and work instructions (including security and housekeeping procedures) b.5. relevant manufacturer's guidelines related to the operation of the mobile crane concerned b.6. environmental protection procedures c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and company procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

LIFT AND MOVE LOAD USING MOBILE CRANE UP TO AND INCLUDING 20 TONNES

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to direct the movement of a load when the load is out of the crane operator's view, including providing lift instructions to the crane operator using appropriate communication methods, monitoring the lift, and placing and securing load.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of mobile cranes.

ELEMENT	PERFORMANCE CRITERIA
1. Provide lift instructions	<ul style="list-style-type: none"> a. Load movement is performed in accordance with planned hazard prevention and control measures in line with appropriate Australian standards, codes of practice, guides and manufacturer's specifications b. Agreed communication and signal methods are used to coordinate the load movement with safety c. Verbal communication and signals are clear, precise and concise so that they can be understood d. Instructions take into account all relevant parameters to ensure safe, stable and smooth lift
2. Monitor lift	<ul style="list-style-type: none"> a. Load is constantly monitored to ensure it remains stable b. Load conditions which may affect the continuing stability are identified and monitored c. Any temporary bracing and/or load support is maintained until continuing stability is ensured d. Unplanned situations are responded to according to workplace procedures in a manner that minimises risk to personnel and equipment e. Site emergency procedures are followed
3. Place and secure load	<ul style="list-style-type: none"> a. Appropriate materials for fixing and anchoring the load are checked and selected in line with manufacturer's specifications b. Appropriate fixing methods are used to secure the load in line with manufacturer's specifications and guides c. Temporary securing is installed where hazards and weather conditions may vary during the load movement

Range Of Variables

CONTROL LIFT AND MOVEMENT OF CRANE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none">a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to the operation of mobile cranes up to and including 20 tonnesb. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomesc. Work involves the application of routine principles, procedures and regulations to control the lift and movement of a mobile crane in a variety of operational contexts

2. Worksite environment

- a. Operations may be conducted day or night and in a variety of weather conditions
- b. Environment may include movement of equipment, goods, materials and vehicular traffic
- c. Customers may be internal or external
- d. Mobile crane may be any slewing and non-slewing mobile crane involved in work in a range of industry sectors including:
 - d.1. construction and demolition
 - d.2. manufacturing
 - d.3. waterfront
 - d.4. mining
 - d.5. primary industry
 - d.6. utilities (electricity, gas, water)
 - d.7. arboricultural
 - d.8. swimming pool
 - d.9. quarrying
- e. Hazards may include:
 - e.1. power lines
 - e.2. noise, light, energy sources
 - e.3. overhead service lines
 - e.4. surrounding buildings, structures, facilities
 - e.5. underground services
 - e.6. obstructions
 - e.7. uneven or unstable ground and recently filled trenches
 - e.8. stationary and moving machinery and equipment
 - e.9. hazardous or dangerous materials
 - e.10. traffic hazards and congestion
- f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
- g. Personal protection equipment may include:
 - g.1. gloves
 - g.2. safety headwear and footwear
 - g.3. sunscreen, sunglasses and safety glasses
 - g.4. two-way radios
 - g.5. high visibility clothing

Range Of Variables (continued)

CONTROL LIFT AND MOVEMENT OF CRANE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Consultative processes may involve:</p> <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. management h.3. union representatives h.4. clients h.5. industrial relations and OHS specialists h.6. other professional or technical staff <p>i. Requirements for access and/or lift may include:</p> <ul style="list-style-type: none"> i.1. site restrictions and procedures i.2. authorities and permits i.3. hours of operation i.4. induction i.5. slings, chains, nets, brackets and other specialised lifting equipment i.6. noise restrictions i.7. personal protection equipment i.8. support trucks i.9. additional gear and equipment i.10. communications equipment <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures j.5. site procedures <p>k. Load movements may include:</p> <ul style="list-style-type: none"> k.1. luffing k.2. slewing k.3. hoisting k.4. telescoping boom

Range Of Variables (continued)

CONTROL LIFT AND MOVEMENT OF CRANE

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. site plans a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. operations manuals including load charts and crane and rigging manuals a.4. induction documentation a.5. competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. personal and work area work procedures and practices a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health and safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes a.2. relevant Australian standards and certification requirements a.3. relevant State/Territory road rules a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

CONTROL LIFT AND MOVEMENT OF CRANE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. use agreed signals in communication a.2. control loads with tag lines a.3. control on-street safety a.4. ascertain weight and dimensions of load and radius requirements and centre of gravity (COG) a.5. identify job and site hazards a.6. use appropriate communication strategies and equipment a.7. locate, interpret and apply relevant information a.8. maintain company records and documentation a.9. identify and safely handle equipment and goods a.10. apply hierarchy of hazard control and, where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Risks and hazards involved in mobile crane operation and associated action that can be taken to eliminate or minimise the risk e. Workplace procedures concerning the controlling of the lift and movement of a mobile crane f. Problems that may occur during a lift and associated action that can be taken to address the problems concerned g. Communication systems used during a lift h. Focus of operation of work systems and equipment i. Ability to prioritise and multi-task work j. Ability to apply relevant agreements, codes of practice or other legislative requirements k. Ability to identify and correctly use equipment, processes and procedures l. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to control the lift and movement of a crane, and/or a.2. control the lift and movement of mobile cranes in an appropriate range of operational situations

Evidence Guide (continued)

CONTROL LIFT AND MOVEMENT OF CRANE

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. using agreed signals in communication a.2. controlling loads with tag lines a.3. controlling on-street safety a.4. ascertaining weight and dimensions of load and radius requirements and centre of gravity (COG) a.5. identifying job and site hazards a.6. using appropriate communication strategies and equipment a.7. locating, interpreting and applying relevant information a.8. maintaining company records and documentation a.9. identifying and safely handling equipment and goods a.10. applying hierarchy of hazard control and, where necessary, safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes b.2. OHS policies and procedures b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. relevant manufacturer's guidelines relating to the operation of the mobile crane concerned b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and company procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

TDTD4198B UNDERTAKE CASH-IN-TRANSIT LOADING AND UNLOADING IN AN UNSECURED ENVIRONMENT

Field D Load Handling

DESCRIPTION:

This unit involves the skills and knowledge required to undertake cash-in-transit loading in an unsecured environment, including selecting an appropriate loading site, undertaking the load transfer, and completing required transfer documentation.

Persons achieving competence in this unit will need to fulfil the relevant State/Territory regulatory and licensing requirements pertaining to the secure transfer of cash in transit.

ELEMENT	PERFORMANCE CRITERIA
1. Select loading site	<ul style="list-style-type: none"> a. Plans of site access, exit points and key physical features are identified b. Site for consignment transfer is selected in accordance with security plan and with due regards for own safety, safety of security team, members of the public and consignment c. Loading site(s) is selected in consultation with customer and/or specific loading/unloading requirements are identified and assessed for accessibility and security d. Alternative loading sites are identified in accordance with workplace operating procedures where pre-determined site is assessed as inappropriate e. Proposed changes to loading site(s) are relayed to branch and authorisation sought where required

<p>2. Undertake load transfer</p>	<ul style="list-style-type: none"> a. Permission to enter and exit loading area (where required) is obtained in accordance with workplace procedures b. Security procedures, including positioning of personnel, travelling across public areas, and carrying/loading techniques are undertaken in accordance with operational plan c. Security systems are activated/deactivated as necessary in accordance with workplace procedures d. Contingency plans are identified and confirmed with other team members e. Security devices are activated at consignment in accordance with procedures f. The environment is constantly monitored to maintain a safe working environment g. Consignment is identified and details are verified and checked for conformity with manifest h. Non-conforming consignments are documented and reported in accordance with workplace procedures i. Load characteristics are identified and considered when determining appropriate loading and unloading procedures j. Load characteristics are identified and considered when determining appropriate loading and unloading procedures k. Load handling demonstrates compliance with (any) loading regulations and workplace safety requirements l. Consignment is delivered, stored and secured in accordance with operational plan and workplace procedures
<p>3. Complete transfer documentation</p>	<ul style="list-style-type: none"> a. Details of consignment delivery are verified by client or client representative b. Transfer documentation is completed in accordance with workplace procedures

Range Of Variables

UNDERTAKE CASH-IN-TRANSIT LOADING AND UNLOADING IN AN UNSECURED ENVIRONMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant sections of the regulations of the relevant State/Territory authorities concerned with the secure delivery of valuables, secured products, documents and materials b. Work is performed under general or limited supervision c. Work involves the application of the basic principles, routine procedures and regulatory requirements to the transfer of cash in transit in unsecured environments
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Hazards may include: <ul style="list-style-type: none"> c.1. vehicular and pedestrian traffic c.2. firearm handling c.3. persons with felonious intent c.4. uneven ground, steps, road surfaces c.5. dust and vapours c.6. hazardous or dangerous materials c.7. humidity, air temperature d. Consultative processes may involve: <ul style="list-style-type: none"> d.1. clients d.2. private security personnel d.3. public sector security personnel d.4. police d.5. security consultants d.6. other employees and supervisors d.7. management d.8. other professional or technical staff e. Consignment risk may include: <ul style="list-style-type: none"> e.1. staff fidelity e.2. other theft e.3. loss through negligence f. Communication in the work area may include: <ul style="list-style-type: none"> f.1. mobile and fixed phones f.2. radio f.3. oral, aural or signed communications

Range Of Variables (continued)

UNDERTAKE CASH-IN-TRANSIT LOADING AND UNLOADING IN AN UNSECURED ENVIRONMENT

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>g. Security systems/devices may include:</p> <ul style="list-style-type: none"> g.1. two-key safes g.2. ATM vaults g.3. surveillance cameras g.4. VCRs g.5. alarm systems g.6. access control systems g.7. time-delay devices <p>h. Loading and unloading areas may be part of regular deliveries or one-off arrangements</p> <p>i. Security arrangements are varied in line with workplace policies and procedures</p> <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures <p>k. Personal protection equipment may include:</p> <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. firearms k.4. two-way radios
3. Sources of information/ documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. job specifications a.3. relevant manufacturer's specifications a.4. competency standards and training materials a.5. supplier and/or client instructions a.6. material safety data sheets a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory OHS regulations and legislation, including manual handling regulations a.2. relevant Australian standards and certification requirements a.3. relevant State/Territory privacy legislation a.4. relevant State/Territory fire arms legislation a.5. licensing and permits for firearms and security occupations a.6. licensing requirements for driving and carrying particular classes of goods a.7. relevant State/Territory road rules and traffic acts

UNDERTAKE CASH-IN-TRANSIT LOADING AND UNLOADING IN AN UNSECURED ENVIRONMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select appropriate means to maintain security of loads within requirements for safe handling and protection of goods, vehicle, personnel and the public a.2. identify potential hazards associated with the goods to be transported and the routes, timing and destinations a.3. follow workplace procedures a.4. handle and use firearms in accordance with regulations a.5. locate, interpret and apply relevant information a.6. maintain enterprise records and documentation a.7. identify and safely handle equipment and goods a.8. apply hierarchy of hazard control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory permit and licence regulations and requirements b. OHS and procedures and guidelines concerning the lifting and movement of loads c. Risks/hazards when transferring cash in transit and related precautions to control the risk d. Operational procedures for identification of security risks e. Contingency planning relating to managing and controlling security risks f. Requirements for approved work procedures and relevant equipment g. Housekeeping standards procedures required in the workplace h. Ability to identify and correctly use equipment, processes and procedures i. Ability to plan own work including predicting consequences and identifying improvements j. Ability to apply relevant agreements, codes of practice or other legislative requirements k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to safely use correct manual handling techniques
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to transfer cash in transit in unsecured environments, and/or a.2. transfer cash in transit in an appropriate range of unsecured environments

UNDERTAKE CASH-IN-TRANSIT LOADING AND UNLOADING IN AN UNSECURED ENVIRONMENT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. selecting appropriate means to maintain security of loads within requirements for safe handling and protection of goods, vehicle, personnel and the public a.2. identifying potential hazards associated with the goods to be transported and the routes, timing and destinations a.3. following workplace procedures a.4. handling and using firearms in accordance with regulations a.5. locating, interpreting and applying relevant information a.6. maintaining enterprise records and documentation a.7. identifying and safely handling equipment and goods a.8. applying hierarchy of hazard control <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. establishing effective working relationships with colleagues b.2. maintaining confidentiality of customers, workplace operations, equipment and materials carried b.3. applying codes of practice, hazard policies and procedures b.4. following procedures and work instructions b.5. following guidelines relating to the safe use of equipment b.6. applying quality assurance procedures (where existing) b.7. following security procedures <p>c. Action is taken promptly to report any accidents, incidents or potential difficulties transfer of cash in transit in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	1	3	1

TDTD4301A SHIFT LOADS USING GANTRY EQUIPMENT

Field D Load Handling

DESCRIPTION:

This unit involves the skills and knowledge required to shift loads using gantry equipment in accordance with workplace and regulatory requirements, including planning the work for the prevailing working conditions; using the controls and operating systems to manage the operation of the equipment; locating the load and identifying the load characteristics; safely moving the load; monitoring the controls; and stopping, shutting down and securing the equipment after the completion of operations.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of gantry equipment to shift loads.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Plan work for the prevailing working conditions</p>	<ul style="list-style-type: none"> a. Traffic flow, weather and work area conditions are constantly assessed and anticipated to allow safe operation to ensure no injury to people, or damage to equipment, loads or facilities b. Characteristics of the load are taken into account to ensure that, where applicable, appropriate attachments/gear are used to move the load c. Any occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel
<p>2. Use controls and operating systems to manage the operation of the equipment</p>	<ul style="list-style-type: none"> a. Equipment is prepared and appropriate attachments fitted (where applicable) b. Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and starting engine c. Engine is started in accordance with manufacturer's guidelines to bring the engine to speed d. Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturer's specifications and workplace and regulatory safety requirements e. Engine power is managed for efficiency of equipment movement and economy of equipment operations f. Equipment operations are conducted within manufacturer's specified torque range g. Any faults or damage to equipment are immediately reported to the appropriate personnel

<p>3. Locate load and identify load characteristics</p>	<ul style="list-style-type: none"> a. Load is located and identified according to instructions b. Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of the gantry equipment are identified c. Load weight and dimensions are checked to ensure they fall within the capacity of the equipment d. Loading and unloading plans are followed to ensure efficiency and safety of operations e. Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed f. Hazardous cargo is identified and relevant procedures are taken into account when planning and conducting the work
<p>4. Safely move load</p>	<ul style="list-style-type: none"> a. Equipment is operated and positioned using smooth and controlled movements b. Manoeuvres are within the limits of the equipment and in line with manufacturer's specifications c. Load is moved ensuring no injury to personnel or damage to equipment or cargo d. Continuous communication is maintained with personnel assisting the operator in the load movement operations using appropriate communications technology and procedures e. In the event of a safety incident or emergency, the equipment is immediately stopped and workplace emergency procedures followed f. Safety incidents and emergencies are reported in accordance with workplace procedures and regulatory requirements
<p>5. Monitor and operate controls</p>	<ul style="list-style-type: none"> a. Equipment controls are monitored and operated in accordance with manufacturer's operating instructions b. Control systems are understood and acted upon in accordance with regulatory requirements, manufacturer's guidelines and workplace operating procedures c. Control faults are identified and reported in accordance with enterprise guidelines d. Hazards in the work area are identified and appropriate measures are adopted to control the risks in accordance with regulatory requirements and workplace procedures
<p>6. Stop, shut down and secure equipment</p>	<ul style="list-style-type: none"> a. Equipment is brought to a controlled halt and shut down without injury to personnel or damage to equipment, loads or facilities in accordance with manufacturer's guidelines and workplace procedures b. Equipment is secured in accordance with manufacturer's instructions and workplace procedures

Range Of Variables

SHIFT LOADS USING GANTRY EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the shifting of loads using gantry equipment b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements when shifting loads using gantry equipment as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. even or uneven surfaces d.5. wet or dry surfaces e. Cargo/freight may include goods/containers with specialist requirements, including temperature controlled goods and dangerous goods f. Range of equipment may include various types of bridge and gantry cranes g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. protective clothing h.6. high visibility clothing i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. email i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications j. Personnel in work area may include: <ul style="list-style-type: none"> j.1. workplace personnel j.2. site visitors j.3. contractors j.4. official representatives

Range Of Variables (continued)

SHIFT LOADS USING GANTRY EQUIPMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Consultative processes may involve:</p> <ul style="list-style-type: none"> k.1. staff members k.2. management k.3. union representatives k.4. industrial relations, OHS specialists k.5. other professional or technical staff <p>l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to the shifting of loads using gantry equipment a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations for the shifting of cargo/containers using gantry equipment a.2. Australian and international regulations and codes of practice for the handling of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. relevant Australian Standards including AS1418 and AS2550 a.4. licence, patent or copyright arrangements a.5. water and road use and licence arrangements a.6. export/import/quarantine/bond requirements a.7. marine orders a.8. relevant State/Territory OHS and environmental protection legislation a.9. workplace relations regulations a.10. workers compensation regulations

SHIFT LOADS USING GANTRY EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. plan work for the prevailing working conditions and the types of load a.2. use controls and operating systems to manage the operation of the equipment a.3. locate load and identify load characteristics a.4. safely move load a.5. monitor and operate controls a.6. stop, shut down and secure equipment a.7. locate, interpret and apply relevant information a.8. provide customer/client service and work effectively with others a.9. use appropriate communications equipment during operations a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes, regulations, licence/permit requirements relevant to the use of gantry equipment to shift loads b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the use of gantry equipment to shift loads d. Focus of operation of work systems, equipment, management and site operating systems for the use of gantry equipment to shift loads e. Problems that may occur when using gantry equipment to shift loads and appropriate action that can be taken to resolve the problems f. Relevant safety codes and emergency procedures g. Types of gantry equipment used to shift loads in terminals/wharves, their applications and procedures and precautions for their use h. Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of gantry equipment i. The marking and numbering systems for cargo j. Relevant bond, quarantine or other legislative requirements k. Ability to: <ul style="list-style-type: none"> k.1. identify, select and use relevant equipment, processes and procedures when using gantry equipment to shift loads k.2. modify activities depending on differing workplace contexts, risk situations and environments k.3. read and interpret instructions, procedures and labels relevant to the transfer of cargo/freight k.4. identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels k.5. estimate the size, shape and special requirements of loads k.6. receive, acknowledge and send messages with appropriate communications equipment k.7. apply effective eye-hand coordination to operational tasks

SHIFT LOADS USING GANTRY EQUIPMENT

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to shift loads using gantry equipment, and/or a.2. shift loads using gantry equipment in an appropriate range of operational workplace situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. planning work for the prevailing working conditions and loads a.2. using controls and operating systems to manage the operation of the equipment a.3. locating load and identifying load characteristics a.4. moving materials and loads a.5. monitoring and operating controls a.6. stopping, shutting down and securing equipment a.7. locating, interpreting and applying relevant information a.8. providing customer/client service and working effectively with others a.9. using appropriate communications equipment during operations a.10. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11. following the designated work plan for the job b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements pertaining to the use of gantry equipment to shift loads b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances b.3. workplace procedures and instructions (including safety, emergency, security and housekeeping procedures) b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report any accidents, incidents or difficulties when using gantry equipment to shift loads in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

SHIFT LOADS USING GANTRY EQUIPMENT

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to shift loads using cranes in accordance with workplace and regulatory requirements, including planning the work for the prevailing working conditions; using the controls and operating systems to manage the operation of the crane; locating the load and identifying load characteristics; safely moving the load; monitoring the controls; and stopping, shutting down and securing the crane after the completion of operations.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of cranes used at transport, rail or shipping terminals or wharves.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Plan work for the current working conditions</p>	<p>a. Traffic flow and work area conditions are constantly assessed and anticipated to allow safe operation to ensure no injury to people, or damage to crane, loads or facilities</p> <p>b. Characteristics of the load are taken into account to ensure that, where applicable, appropriate attachments/gear are used to move the load</p> <p>c. Any occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel</p>
<p>2. Use controls and crane operating systems</p>	<p>a. Crane is prepared for operation in accordance with manufacturer's instructions and workplace procedures</p> <p>b. Crane is started in accordance with manufacturer's guidelines</p> <p>d. Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturer's specifications and workplace/regulatory safety requirements</p> <p>e. Engine power is managed for efficiency of crane movement and economy of crane operations</p> <p>f. Crane operations are conducted within manufacturer's specified torque range</p> <p>g. Any faults or damage to crane are immediately reported to the appropriate personnel</p>

<p>3. Locate load and identify load characteristics</p>	<ul style="list-style-type: none"> a. Load is located and identified according to instructions b. Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of the crane are identified c. Load weight and dimensions are checked to ensure they fall within the capacity of the crane d. Loading and unloading plans are followed to ensure efficiency and safety of operations e. Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed f. Hazardous cargo is identified and relevant procedures are taken into account when planning and conducting the work
<p>4. Safely move load</p>	<ul style="list-style-type: none"> a. Crane is operated using smooth and controlled movements b. Manoeuvres are within the limits of the crane and in line with manufacturer's specifications c. Load is moved ensuring no injury to personnel or damage to crane or cargo d. Continuous communication is maintained with personnel assisting the operator in the load movement operations using appropriate communications technology and procedures e. In the event of a safety incident or emergency, the crane is immediately stopped and workplace emergency procedures followed f. Safety incidents and emergencies are reported in accordance with workplace procedures and regulatory requirements
<p>5. Monitor controls</p>	<ul style="list-style-type: none"> a. Crane controls are monitored and operated in accordance with manufacturer's operating instructions b. Control systems are understood and acted upon in accordance with regulatory requirements, manufacturer's guidelines and workplace procedures c. Control faults are identified and reported in accordance with workplace guidelines
<p>6. Stop, shut down and secure equipment</p>	<ul style="list-style-type: none"> a. Crane is brought to a controlled halt within manufacturer's guidelines and shut down without injury to personnel or damage to equipment, loads or facilities in accordance with workplace procedures b. Crane is secured after operations in accordance with manufacturer's instructions and workplace procedures

Range Of Variables

SHIFT LOADS USING CRANES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the shifting of loads using cranes b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements when shifting loads using cranes as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Cargo/freight may include goods/containers with specialist requirements, including temperature controlled goods and dangerous goods f. Cranes may include boom cranes in use at transport, rail or shipping terminals g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. protective clothing h.6. high visibility clothing i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. email i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications j. Personnel in work area may include: <ul style="list-style-type: none"> j.1. workplace personnel j.2. site visitors j.3. contractors j.4. official representatives

Range Of Variables (continued)

SHIFT LOADS USING CRANES

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> k. Consultative processes may involve: <ul style="list-style-type: none"> k.1. staff members k.2. management k.3. union representatives k.4. industrial relations, OHS specialists k.5. other professional or technical staff l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to the shifting of loads using cranes a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations for the shifting of cargo/containers using cranes a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. relevant Australian Standards, including AS2550 a.4. licence, patent or copyright arrangements a.5. water and road use and licence arrangements a.6. export/import/quarantine/bond requirements a.7. marine orders a.8. relevant State/Territory OHS and environmental protection legislation a.9. workplace relations regulations a.10. workers compensation regulations

SHIFT LOADS USING CRANES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. plan work for the prevailing working conditions and the types of load a.2. use controls and operating systems to manage the operation of the crane a.3. locate load and identify load characteristics a.4. safely move load a.5. monitor and operate controls a.6. stop, shut down and secure equipment a.7. locate, interpret and apply relevant information a.8. provide customer/client service and work effectively with others a.9. use appropriate communications equipment during operations a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the use of cranes to shift loads, including the Australian and International DG Codes b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the use of cranes to shift loads d. Focus of operation of work systems, equipment, management and site operating systems for the use of boom cranes to shift loads e. Problems that may occur when using cranes to shift loads and appropriate action that can be taken to resolve the problems f. Relevant safety codes and emergency procedures g. Types of boom cranes used to shift loads in terminals/wharves, their applications and procedures and precautions for their use h. Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes i. Relevant bond, quarantine or other legislative requirements j. Ability to: <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when using cranes to shift loads j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. read and interpret instructions, procedures and labels relevant to the transfer of cargo/freight j.4. identify cargo, container and goods, coding, ADG / IMDG markings and, where applicable emergency information panels j.5. estimate the size, shape and special requirements of loads j.6. receive, acknowledge and send messages with appropriate communications equipment j.7. apply effective eye-hand coordination to operational tasks

Evidence Guide (continued)

SHIFT LOADS USING CRANES

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to shift loads using cranes, and/ora.2. shift loads using cranes in an appropriate range of operational workplace situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. planning work for the prevailing working conditionsa.2. using controls and operating systems to manage the operation of the equipmenta.3. locating load and identifying load characteristicsa.4. moving materials and loadsa.5. monitoring and operating controlsa.6. stopping, shutting down and securing equipmenta.7. locating, interpreting and applying relevant informationa.8. providing customer/client service and working effectively with othersa.9. using appropriate communications equipment during operationsa.10. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace contexta.11. following the designated work plan for the jobb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant codes of practice, regulations and licence/permit requirements pertaining to the use of cranes to shift loadsb.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substancesb.3. workplace procedures and instructions (including safety, emergency, security and housekeeping procedures)b.4. OHS policies and proceduresb.5. issue resolution proceduresb.6. obtaining assistance from other team members when requiredb.7. relevant guidelines relating to the safe use of equipmentb.8. customer service and quality assurance procedures and policiesb.9. environmental protection proceduresc. Action is taken promptly to report any accidents, incidents or difficulties when using cranes to shift loads in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

SHIFT LOADS USING CRANES

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

TDTD4501A OPERATE SPECIALISED LIGHT LOAD SHIFTING EQUIPMENT

Field D Load Handling

DESCRIPTION:

This unit involves the skills and knowledge required to operate specialised light load shifting equipment in accordance with workplace requirements and relevant regulatory requirements, including planning work for the current working conditions; using controls and equipment operating systems to manage movement of the unit and accessory operations; locating load and identifying load characteristics; moving materials and loads; monitoring and operating controls; and stopping, parking and securing equipment after operation.

Specialised light load shifting equipment may include skid steer loaders, front-end loaders (up to 10 tonne), elevated work platforms and various kinds of light internal transfer vehicles (operating as required in warehouses, transport and shipping terminals, and in the holds of ships).

ELEMENT	PERFORMANCE CRITERIA
<p>1. Plan work for the current working conditions</p>	<ul style="list-style-type: none"> a. Traffic flow and work area conditions are constantly assessed and anticipated to allow safe operation to ensure no injury to people, or damage to equipment, loads or facilities b. Characteristics of the load are taken into account to ensure that, where applicable, appropriate attachments are used to transport the load c. Any occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel
<p>2. Use controls and equipment operating systems to manage movement of the unit and accessory operations</p>	<ul style="list-style-type: none"> a. Light load shifting equipment is prepared and any appropriate attachment fitted b. Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and starting engine c. Engine is started in accordance with manufacturer's guidelines to bring the engine to speed d. Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturer's specifications and enterprise safety requirements e. Engine power is managed for efficiency of equipment movement and economy of equipment operations f. Equipment operations are conducted within manufacturer's specified torque range g. Any faults or damage to equipment are immediately reported to the appropriate personnel

<p>3. Locate load and identify load characteristics</p>	<ul style="list-style-type: none"> a. Load is located and identified according to instructions b. Loading and unloading plans are followed to ensure efficiency and safety of operations c. Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed d. Hazardous goods are identified and relevant procedures are taken into account when planning and conducting the work e. Load weight and dimensions are within the capacity of the equipment
<p>4. Move materials and loads</p>	<ul style="list-style-type: none"> a. Light load shifting equipment is manoeuvred and positioned using smooth and controlled movements b. Manoeuvres are within the limits of the equipment and in line with manufacturer's specifications c. Materials are moved ensuring no injury to personnel or damage to equipment or goods
<p>5. Monitor and operate controls</p>	<ul style="list-style-type: none"> a. Light load shifting equipment controls are monitored and operated in accordance with manufacturer's operating instructions b. Control systems are understood and acted upon in accordance with statutory authority regulations, manufacturer's guidelines and site operating procedures c. Control faults are identified and reported in accordance with manufacturer's instructions and workplace guidelines
<p>6. Stop, park and secure light load shifting equipment</p>	<ul style="list-style-type: none"> a. Light load shifting equipment is brought to a controlled halt within manufacturer's guidelines b. Light load shifting equipment is parked without injury to personnel or damage to equipment, loads or facilities in accordance with company procedures c. Light load shifting equipment is secured on a flat, even surface and not close to doorways, aisles, access-ways or blind corners and in accordance with securing procedures for the appropriate equipment

Range Of Variables

OPERATE SPECIALISED LIGHT LOAD SHIFTING EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes, regulations, licence and/or permit and workplace requirements relevant to operation of the specialised light load shifting equipment concerned b. Safety checks and equipment tests are performed under limited supervision c. Work involves the application of regulatory requirements and workplace procedures to the operation of specialised light load shifting equipment in the stevedoring, transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. holds on ships d.3. exposed conditions d.4. controlled or open environments d.5. even or uneven surfaces d.6. wet or dry surfaces e. Equipment may include: <ul style="list-style-type: none"> e.1. skid steer loaders e.2. light internal transfer vehicles e.4. front-end loaders (up to 10 tonne) e.5. elevated work platforms f. Requirements for work may include: <ul style="list-style-type: none"> f.1. site restrictions and procedures f.2. use of safety and personal protection equipment f.3. communications equipment f.4. specialised lifting and/or handling equipment f.5. additional gear and equipment f.6. noise restrictions f.7. hours of operations f.8. authorities and permits g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals and fumes g.2. dangerous or hazardous substances g.3. stationary and moving machinery, goods, materials and vehicular traffic g.4. contamination of, or from, materials being handled g.5. service lines g.6. spills, leakages and ruptures g.7. dust/vapours g.8. faulty gear/equipment/tools

Range Of Variables (continued)

OPERATE SPECIALISED LIGHT LOAD SHIFTING EQUIPMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Consultative processes may involve:</p> <ul style="list-style-type: none"> h.1. workplace personnel including supervisors and managers h.2. equipment manufacturers and suppliers h.3. site visitors and contractors h.4. union representatives, industrial relations and OHS specialists h.5. other professional or technical staff <p>i. Communication in the work area may include:</p> <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. e-mail i.4. Internet i.5. electronic data interchange (EDI) i.6. RF communications i.7. bar code readers i.8. oral, aural or signed communications <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. respirators and fume masks j.6. protective clothing j.7. high visibility clothing <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures

Range Of Variables (continued)

OPERATE SPECIALISED LIGHT LOAD SHIFTING EQUIPMENT

3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none">a.1. workplace procedures and policies for the operation of the specialised light load shifting equipment concerneda.2. goods identification numbers and codesa.3. manifests, picking slips, merchandise transfers, stock requisitions and bar codesa.4. manufacturer's specifications for equipment/toolsa.5. equipment identification labels, bar codes and serial numbersa.6. supplier and/or client instructionsa.7. relevant OHS requirements and policiesa.8. relevant Australian standards and certification requirementsa.9. material safety data sheets where applicablea.10. codes of practice including the National Standards for Manual Handling and the Industry Safety Codea.11. relevant legislation, regulations and related documentation including the ADG Codea.12. award, enterprise bargaining agreement and other industrial arrangementsa.13. quality assurance proceduresa.14. emergency procedures
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none">a.1. relevant codes, regulations and licence/permit requirements pertaining to the operation of the specialised light load shifting equipment concerned including the ADG Code (where applicable)a.2. relevant State/Territory OHS legislationa.3. relevant State/Territory environmental protection legislationa.4. relevant Australian standards and certification requirementsa.5. licence, patent or copyright arrangementsa.6. water and road use and licence arrangementsa.7. export/import/quarantine/bond requirementsa.8. workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislationa.9. workers compensation regulations

OPERATE SPECIALISED LIGHT LOAD SHIFTING EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. plan work for the prevailing working conditions a.2. use controls and equipment operating systems to manage movement of the light load shifting unit and accessory operations a.3. locate load and identify load characteristics a.4. move materials and loads a.5. monitor and operate controls a.6. stop, park and secure equipment a.7. determine (any) required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain workplace records and documentation a.11. identify and safely handle equipment and goods a.12. apply hierarchy of hazard control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the operation of specialised light load shifting equipment, including, where relevant, the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the operation of the specialised light load shifting equipment d. Focus of operation of work systems, equipment, management and site operating systems for the operation of the specialised light load shifting equipment e. The purpose, characteristics, capabilities, requirements and limitations of the specialised light load shifting equipment f. Conveyed materials' potential for toxicity, reactivity, material grade, type and purpose including information from relevant material safety data sheets and ADG Code documentation (where applicable) g. Problems that may occur when operating specialised light load shifting equipment and appropriate action that can be taken to resolve the problems h. Operational safety requirements and precautions for the specialised light load shifting equipment concerned i. Documentation and record requirements j. Housekeeping standards procedures required in the workplace k. Site layout and obstacles l. Relevant permit and licence requirements m. Ability to select and use relevant gear and accessories when operating specialised light load shifting equipment n. Ability to plan own work including predicting consequences and identifying improvements

Evidence Guide (continued)

OPERATE SPECIALISED LIGHT LOAD SHIFTING EQUIPMENT

<p>3. Required knowledge and skills (continued)</p>	<p>o. Ability to modify activities depending on differing workplace contexts, risk situations and environments</p> <p>p. Ability to read and interpret instructions and procedures relevant to the specialised light load shifting equipment concerned</p> <p>q. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to operate specialised light load shifting equipment, and/or</p> <p>a.2. operate specialised light load shifting equipment in an appropriate range of operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. planning work for the prevailing working conditions</p> <p>a.2. using controls and equipment operating systems to manage movement of the unit and accessory operations</p> <p>a.3. locating load and identifying load characteristics</p> <p>a.4. moving materials and loads</p> <p>a.5. monitoring and operating controls</p> <p>a.6. stopping, parking and securing equipment</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations including the ADG Code (where applicable)</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions concerning the operation of specialised light load shifting equipment (including housekeeping and security procedures)</p> <p>b.4. manufacturer's instructions for the operation of the specialised light load shifting equipment concerned</p> <p>b.5. procedures for the use of relevant personal protection equipment</p> <p>b.6. quality assurance procedures and policies</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report any accidents, incidents or difficulties when operating specialised light load shifting equipment in accordance with OHS and regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

OPERATE SPECIALISED LIGHT LOAD SHIFTING EQUIPMENT

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	2

PRMWM15A MOVE WASTE USING LOAD SHIFTING EQUIPMENT

Field D Load Handling

DESCRIPTION:

This unit involves the skills and knowledge required to operate mobile load shifting plant (including loading and unloading) for the purpose of moving waste.

The competency outcomes of this unit are identical to the unit of the same code from the Waste Management Training Package. However, it has been reformatted into the ANTA approved TDT format.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Organise for moving</p>	<ul style="list-style-type: none"> a. Job sheet and schedule are reviewed to clearly identify all job requirements b. Appropriate type of load shifting equipment and associated attachments are selected according to job requirements to maximise efficiency and effectiveness of transportation c. Emergency and personal protective equipment is selected and fitted in accordance with job requirements, manufacturers' specifications, company requirements and relevant legislation d. Appropriate license is held by operator in accordance with company requirements and relevant legislation e. Potential risks and hazards to work are identified and managed according to job requirements, in accordance with company requirements, OHS and other relevant legislation
<p>2. Perform routine checks on load shifting equipment</p>	<ul style="list-style-type: none"> a. A visual check of equipment is conducted to pinpoint damage, leaks, obstructions, component wear or potential hazards b. Equipment systems are tested in accordance with manufacturers' specifications and company requirements c. Service checks are conducted to ensure water, oil, fuel, air pressure and greasing are maintained at appropriate levels in accordance with manufacturers' specifications d. Emergency and personal protective equipment is checked to ensure correct operation e. Associated equipment (e.g. attachments) is checked and tested to ensure it is operational and in accordance with manufacturers' specifications
<p>3. Monitor, adjust and report customer service</p>	<ul style="list-style-type: none"> a. Equipment is started and operated in accordance with manufacturers' specifications and company requirements b. Equipment is operated or driven in a safe and efficient manner, in accordance with company requirements, road and traffic regulations and other relevant legislation c. Continuous observation of surrounding environment is maintained to identify and avoid or minimise potential hazards d. Clear communications are maintained with other relevant personnel

<p>4 Organise for loading</p>	<ul style="list-style-type: none"> a. Waste to be loaded is correctly identified, and checked to ensure integrity of containment b. Appropriate loading method is determined in accordance with waste containment type and company requirements c. Potential hazards to loading are clearly identified and incorporated into loading method d. Equipment is parked up or set up in a loading position which ensures efficiency and safety of loading e. Barriers and warning signs are erected at loading/unloading sites to ensure safety of surrounding personnel, in accordance with company requirements and relevant legislation
<p>5. Load and unload waste</p>	<ul style="list-style-type: none"> a. Waste is loaded/unloaded safely and efficiently in designated area using appropriate loading/unloading method b. Integrity of load is maintained during loading/unloading c. Where waste is vacuumed, liquid flow is regulated to ensure maintenance of constant hose pressure d. Visual checks are maintained to identify potential hazards during loading/unloading e. Load conforms to equipment capacity requirements, manufacturers' specifications and relevant legislation f. Load is stacked or housed at destination in accordance with company requirements, manufacturers' specifications and relevant legislation

Range Of Variables

MOVE WASTE USING LOAD SHIFTING EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with relevant regulations and workplace waste movement procedures b. Work is performed under some supervision generally within a team environment c. Work involves the application of the basic principles and procedures when moving waste using load shifting equipment during waste management operations
2. Worksite environment	<ul style="list-style-type: none"> a. Waste shifting operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Job and schedule sheet typically includes waste type, classification, characteristics and transport requirements; vehicle and associated equipment requirements; emergency and personal protective equipment requirements; site requirements; site contact; job route and sequence; work schedule d. Load shifting equipment could include trucks (rigid and articulated); loaders (tail gate, front end, rear); tankers (vacuum, pump and hook lift); open bodied truck; forklift; earthmoving equipment; dozer; windrow turners e. Emergency and personal protective equipment must include gloves; overalls and protective clothing; eye protection; appropriate footwear; fire extinguisher; first aid kit; eye wash kit; communications equipment f. Emergency and personal protective equipment could also include breathing apparatus; face shield/mask; hard hat; hearing protection; material safety data sheets (MSDSs); spill kit; emergency procedure guides (EPGs) g. Checking integrity of containment should include checks for leaks; contamination; spillage; gases; drum expansion; seals h. Loading methods may include use of forklift; load by hand; high pressure vacuum loading; shovelling; bobcat; front end loader i. Manufacturers' specifications are found in operators manuals; equipment specifications j. Potential risks and hazards include, but are not limited to, those identified by the organisation which could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or which could cause harm to the environment. This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property), over which it could be expected the organisation had control. k. Cleaning of equipment could include high pressure water or air hosing; shovelling; sweeping out; vacuuming; use of decontamination products l. Safe operating procedures include any activity or operation, conducted on site to ensure health and safety of personnel/equipment in the area m. Emergency response action/procedures include, but are not limited to contain emergency; equipment/plant isolation and shut down; make safe; clean up; notification of authorities; evacuation; first aid; use of appropriate personal protective equipment

Range Of Variables (continued)

MOVE WASTE USING LOAD SHIFTING EQUIPMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>n. Personal protective equipment required will be worn/fitted in accordance with workplace requirements, Occupational Health and Safety and other legislation</p> <p>o. Client/company includes all forms of business enterprises in this context, including private and public companies; government agencies; local governments/councils; residents/ratepayers</p> <p>p. Company requirements are found in verbal or written instructions</p> <p>q. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <p>q.1. company procedures</p> <p>q.2. enterprise procedures</p> <p>q.3. organisational procedures</p> <p>q.4. established procedures</p> <p>r. Communication in the work area may include:</p> <p>r.1. fixed phone</p> <p>r.2. mobile phone</p> <p>r.3. fax</p> <p>r.4. radio</p> <p>r.5. oral, aural or signed communications</p>
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include but is not limited to:</p> <p>a.1. workplace procedures and policies for the movement of waste using load shifting equipment</p> <p>a.2. regulatory authority documents and reporting requirements relevant to the movement of waste using load shifting equipment</p> <p>a.3. Dangerous Goods Code, HAZCHEM codes and other regulations pertaining to the movement of waste using load shifting equipment</p> <p>a.4. equipment log books</p> <p>a.5. weigh bridge docketts</p> <p>a.6. run sheets</p> <p>a.7. checklists</p> <p>a.8. documentation on non-conformances</p> <p>a.9. incident and accident and emergency reports</p> <p>a.10. documentation on maintenance requirements</p> <p>a.11. documentation on equipment used</p> <p>a.12. emergency procedures</p> <p>a.13. workplace operations manuals</p> <p>a.14. standards and certification requirements</p> <p>a.15. induction documentation</p> <p>a.16. competency standards and training materials</p> <p>a.17. manufacturer's specifications for relevant equipment</p> <p>a.18. supplier and/or client instructions</p> <p>a.19. award, enterprise bargaining agreement, other industrial arrangements</p> <p>a.20. customer service and quality assurance standards and procedures</p>

Range Of Variables (continued)

MOVE WASTE USING LOAD SHIFTING EQUIPMENT

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none">a.1. State/Territory regulations and license requirements relevant to the movement of waste using load shifting equipmenta.2. relevant duty of care regulations and industry codes of conducta.3. Australian Dangerous Goods Code, HAZCHEM codes, and other relevant regulations pertaining to waste managementa.4. relevant Australian standardsa.5. relevant State/Territory environmental protection legislationa.6. relevant State/Territory OHS legislation

MOVE WASTE USING LOAD SHIFTING EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. effectively organise load shifting equipment operation a.2. safely and efficiently load and unload waste a.3. safely and efficiently operate equipment and move waste a.4. apply hierarchy of hazard control a.5. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State/Territory standards, regulations, licenses and codes of practice relevant to the movement of waste using load shifting equipment, including the Australian Dangerous Goods Code b. Requirements for the handling and transportation of waste c. Duty of care in the movement of waste using load shifting equipment d. OHS and environmental protection regulations, procedures and guidelines relevant to the movement of waste using load shifting equipment e. Hazards and risks involved in the movement of waste using load shifting equipment and related precautions to control the hazards and risks f. HAZCHEM identification systems g. Waste types and characteristics and implications for movement of waste using load shifting equipment h. Equipment load weight requirements i. Loading and unloading methods and techniques j. Emergency response procedures k. Confined space procedures l. Relevant Australian standards m. Requirements of workplace systems/operations and relevant equipment n. Ability to: <ul style="list-style-type: none"> n.1. communicate effectively, including writing; following instructions, signalling, and reading and interpreting maps, plans and specifications n.2. operate/drive equipment n.3. apply materials handling techniques n.4. read graduated device n.5. identify hazards that may arise during waste shifting operations and take appropriate hazard control measures n.6. use appropriate personal protective equipment n.7. demonstrate safe and efficient work practices n.8. use relevant communications equipment n.9. identify and solve problems that may arise during waste shifting operations n.10. follow requirements of material safety data sheets (MSDS)

Evidence Guide (continued)

MOVE WASTE USING LOAD SHIFTING EQUIPMENT

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to move waste using load shifting equipment, and/or</p> <p>a.2. move waste using load shifting equipment in an appropriate range of workplace contexts</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. organising equipment operation</p> <p>a.2. loading and unloading waste</p> <p>a.3. operating load shifting equipment during the movement of waste</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. Dangerous Goods Code and other regulations pertaining to the movement of waste using load shifting equipment</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and work instructions</p> <p>b.4. relevant guidelines relating to the use of required equipment</p> <p>b.5. environmental protection procedures</p> <p>c. Action is taken promptly to respond to/report any problems/emergencies that may arise during the movement of waste using load shifting equipment in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts. The scope of movement of waste using load shifting equipment should be sufficient to cover a variety of different waste environments. If the assessment environment is narrowly defined, it may be necessary to use simulated emergencies with a variety of waste characteristics to assess competency in waste emergency response.</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to present routine workplace information in accordance with workplace requirements including preparing and presenting routine workplace documents and preparing and delivering oral presentations as part of routine work.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Prepare and present document</p>	<p>a. Purpose of the document is identified b. Sources of information are established c. Information is collated and presented in a logical order d. Document style is selected to match purpose and workplace pro-formas e. Language is clear, concise and conveys appropriate information to target audience f. Document is checked to ensure that it follows workplace requirements g. Completed document is presented to appropriate personnel as required</p>
<p>2. Prepare and deliver oral presentation</p>	<p>a. Purpose of oral presentation is established b. Target audience is identified c. Information is gathered and sorted d. Visual, audio and physical support media are identified or developed, if required, in accordance with workplace procedures e. Presentation is trialed and adjusted to suit target audience f. Information is presented in accordance with workplace procedures</p>

Range Of Variables

PRESENT ROUTINE WORKPLACE INFORMATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace requirements concerning the preparation and presentation of routine workplace information b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and relevant regulatory requirements when preparing and presenting routine workplace information as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Workplace information to be prepared and presented may include routine reports, documentation and forms that are required to be completed to instructions, or pro-formas as part of routine job requirements f. Reports/forms may be presented orally, in writing or via a computer g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Personal protection equipment needed in the work area may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. protective clothing h.6. high visibility clothing i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. email i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications j. Consultative processes may involve <ul style="list-style-type: none"> j.1. staff members j.2. management j.3. union representatives j.4. industrial relations, Occupational Health and Safety specialists j.5. other professional or technical staff

Range Of Variables (continued)

PRESENT ROUTINE WORKPLACE INFORMATION

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to workplace activities a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations for the transfer of cargo/freight a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

PRESENT ROUTINE WORKPLACE INFORMATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. prepare and complete routine work documents and/or forms a.3. present information in writing or orally as part of routine workplace activities using appropriate equipment/media a.4. provide customer/client service and work effectively with others a.5. maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to workplace activities b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for preparing and presenting routine workplace information d. Focus of operation of work systems, equipment, management and site operating systems for the preparation and presentation of routine workplace information e. Documents, forms, and oral presentations required as part of routine workplace activities f. Problems that may occur when preparing and presenting routine workplace information and appropriate action that can be taken to resolve the problems g. Ability to: <ul style="list-style-type: none"> g.1. identify, select and use relevant equipment, processes and procedures when preparing and presenting routine workplace information g.2. use presentation packages for slides, overhead projector, computer presentations g.3. read and interpret instructions and procedures relevant to the preparation and presentation of routine workplace information g.4. receive, acknowledge and send messages with available communications equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to prepare and present workplace information, and/or a.2. prepare and present workplace information in an appropriate range of operational workplace situations

PRESENT ROUTINE WORKPLACE INFORMATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant information a.2. preparing and completing routine work documents and/or forms a.3. presenting information in writing or orally as part of workplace activities a.4. providing customer/client service and working effectively with others a.5. conveying information in written and oral form a.6. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. workplace procedures and instructions for preparing and presenting routine workplace information both in writing and orally b.3. OHS policies and procedures b.4. obtaining assistance from other team members when required b.5. relevant guidelines relating to the safe use of equipment b.6. customer service and quality assurance procedures and policies b.7. environmental protection procedures <p>c. Action is taken promptly to report any difficulties when preparing and presenting workplace information in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to estimate and calculate mass and area and quantify dimensions of loads as part of work functions in the transport, stevedoring, warehousing, and/or storage sectors. This includes estimating loads to be transported or placed in storage, identifying mass, area and volume limitations of available transport/storage systems and carrying out calculations required to organise load(s) to match identified transport/storage limitations.

ELEMENT	PERFORMANCE CRITERIA
1. Estimate loads for transport or storage	<ul style="list-style-type: none"> a. Order forms/work orders are read and requirements are noted b. Shape, balance characteristics, dimensions and mass of the load(s) are identified c. Area/volume required for storage is estimated d. Weights and volumes are totalled to calculate load requirements of transport or storage system
2. Estimate load limits of transport and/or storage	<ul style="list-style-type: none"> a. Allowable load limits for storage and/or transport systems are identified in accordance with workplace procedures b. Capacity of transport and storage systems in terms of mass, area and volume are calculated
3. Organise load	<ul style="list-style-type: none"> a. Load(s) is restricted to allowable range(s) b. Load(s) is spread to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems c. Appropriate workplace documentation is completed

Range Of Variables

ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with workplace requirements and any relevant regulations related to the estimation and/or calculation of mass and area and the quantification of dimensions as part of workplace tasks b. Work is performed under some supervision generally within a team environment c. Work involves the application of basic mathematical principles and operations to the estimation and/or calculation of mass and area and the quantification of dimensions as part of workplace activities in the transport, stevedoring, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Estimating/calculation tasks may include: <ul style="list-style-type: none"> e.1. estimating loads to be transported or placed in storage e.2. identifying mass, area and volume limitations of available transport/storage systems e.3. carrying out calculations required to organise load(s) to match identified transport/storage limitations e.4. calculations and estimations of weights and dimensions of cargo and containers to be shifted, stored or lifted f. Calculations may include mathematical operations of addition, subtraction, multiplication and division and may be carried out: <ul style="list-style-type: none"> f.1. manually f.2. with the aid of a calculator f.3. with the aid of a computer f.4. using appropriate tables and/or charts g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. suppliers, customers and clients g.3. relevant authorities and institutions g.4. management and union representatives g.5. industrial relations and OHS specialists g.6. other maintenance, professional or technical staff h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange (EDI) h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. RF systems h.8. oral, aural or signed communications

Range Of Variables (continued)

ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> i.1. chemicals i.2. dangerous or hazardous substances i.3. movements of equipment, goods and materials j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. operations manuals, job specifications and induction documentation a.3. goods identification numbers and codes a.4. manifests, picking slips, merchandise transfers, stock requisitions and bar codes, goods and container identification/serial number a.5. Australian and international codes of practice and regulations relevant to workplace activities including mass and loading regulations a.6. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.7. manufacturer's specifications for equipment a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations relevant to workplace activities a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. estimate/calculate capacities of transport/storage facilities a.2. estimate/calculate load limits, weights and dimensions a.3. locate, interpret and apply relevant information a.4. size and weigh products/stock a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form a.7. maintain workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to workplace activities b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the estimation and/or calculation of mass, area and volumes of loads and transport/storage facilities including the quantification of dimensions d. Basic mathematical operations required when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities including addition, subtraction, multiplication and division e. Focus of operation of work systems, equipment, management and site operating systems for the transport and/or storage of goods and stock f. Problems that may occur when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities and appropriate action that can be taken to resolve the problems g. Documentation requirements for the workplace activities concerned h. Ability to identify, select and use relevant calculators/computing/office equipment when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to read and interpret instructions, procedures and labels relevant to the estimation and/or calculation of mass, area and volumes of loads and transport/storage facilities
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to estimate and/or calculate mass, area and volumes of loads and transport/storage facilities, and/or a.2. estimate and/or calculate mass, area and volumes of loads and transport/storage facilities in an appropriate range of operational situations

ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. estimating/calculating capacities of transport/storage facilities a.2. estimating/calculating load limits, weights and dimensions a.3. locating, interpreting and applying relevant information a.4. sizing and weighing products/stock a.5. providing customer/client service and working effectively with others a.6. conveying information in written and oral form a.7. maintaining workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances (where applicable) b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any potential difficulties in estimating/calculating mass, area and volumes of loads and transport/storage facilities</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	3	3	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to participate effectively in basic workplace communication including communicating information about routine tasks, processes, events or skills, participating in group discussions to achieve appropriate work outcomes, and representing views of a group to others.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Communicate information about routine tasks, processes, events or skills</p>	<p>a. An appropriate form of communication is selected and used to meet the purpose required</p> <p>b. Effective listening skills are demonstrated</p> <p>c. Questions are used to gain additional information and to clarify understanding</p> <p>d. Sources of information relevant to the communication are identified</p> <p>e. Information is selected and sequenced correctly</p> <p>f. Verbal and written reporting is undertaken where required</p> <p>g. Communication is undertaken in both familiar and unfamiliar situations and with familiar and unfamiliar individuals and groups</p>
<p>2. Participate in group discussions to achieve appropriate work outcomes</p>	<p>a. Responses are sought and provided to others in the group</p> <p>b. Constructive contributions are made in terms of the process involved</p> <p>c. Goals or outcomes are communicated and/or recorded</p>
<p>3. Represent views of the group to others</p>	<p>a. Views and opinions of others are interpreted, understood and accurately reflected</p>

Range Of Variables

PARTICIPATE IN BASIC WORKPLACE COMMUNICATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Communication is carried out as an integral part of routine work in the context of the workplace concerned b. Work is performed under some supervision, generally within a team environment c. Work involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications
2. Worksite environment	<ul style="list-style-type: none"> a. Communication will be that involved in basic routine work functions and may occur by day or night and in a variety of work contexts b. Communication modes may include: <ul style="list-style-type: none"> b.1. active listening b.2. group interaction b.3. questioning to obtain information and/or clarify information and understanding b.4. routine oral reporting b.5. routine written reporting b.6. participation in routine meetings in the workplace b.7. basic recording of discussions c. Communications may involve: <ul style="list-style-type: none"> c.1. English-speaking persons c.2. multilingual staff c.3. persons with limited ability to communicate in English d. Communication problems may include: <ul style="list-style-type: none"> d.1. misunderstanding d.2. limited ability of others to communicate in English d.3. noisy environments or communication channels d.4. illegible writing or print d.5. use of non-standard vocabulary d.6. incorrect assumption that message has been received and/or correctly understood e. Personnel in work area may include: <ul style="list-style-type: none"> e.1. managers e.2. supervisors/team leaders e.3. workplace personnel e.4. visitors e.5. contractors e.6. official representatives f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

PARTICIPATE IN BASIC WORKPLACE COMMUNICATION

VARIABLE	SCOPE
2. Worksite environment (continued)	g. Communication may involve the basic use of a range of communication technology including: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange g.3. fax g.4. e-mail g.5. Internet g.6. radio
3. Sources of information/documents	a. Information/documentation may include: <ul style="list-style-type: none"> a.1. workplace procedures, checklists and instructions a.2. goods identification numbers and codes a.3. manifests, bar codes, goods and container identification a.4. manufacturer's specifications a.5. workplace policies a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. legislation, regulations and related documentation a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OH&S legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations

PARTICIPATE IN BASIC WORKPLACE COMMUNICATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. communicate information about routine tasks, processes, events or skills a.2. locate, interpret and apply relevant information a.3. communicate effectively when providing customer/client service and when working with others a.4. convey information in written and oral form a.5. maintain basic workplace records a.6. use workplace colloquial and technical language and communication technologies in the workplace context a.7. participate in group discussions to achieve appropriate work outcomes a.8. represent views of the group to others a.9. read and interpret signs and symbols relevant to workplace functions a.10. identify basic communication problems and take appropriate action
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OHS responsibilities c. Basic communication techniques including barriers to effective communication and how to overcome them d. Basic principles of effective communication e. Protocols and procedures for communicating with others using relevant workplace technology f. Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English g. Typical communication problems and appropriate action and solutions
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to participate in basic workplace communication, and/or a.2. participate in basic workplace communication in an appropriate range of operational situations

PARTICIPATE IN BASIC WORKPLACE COMMUNICATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. communicating information about routine tasks, processes, events or skills a.2. locating, interpreting and applying relevant basic workplace information a.3. communicating effectively when providing customer/client service and when working with others a.4. conveying information in written and oral form a.5. maintaining basic workplace records a.6. participating in group discussions and meetings a.7. reading and interpreting signs and symbols relevant to workplace functions a.8. identifying basic communication problems and taking appropriate action <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. relevant guidelines related to the use of equipment b.5. meeting procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any workplace problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	1	1

TDTE497B PREPARE WORKPLACE DOCUMENTS

Field E Communication and Calculation

DESCRIPTION:

This unit involves the skills and knowledge required to prepare workplace documents and forms in accordance with workplace requirements and any applicable regulations/codes including planning and preparing a simple workplace document such as a letter or report, and gathering relevant information enabling the completion of a workplace form.

ELEMENT	PERFORMANCE CRITERIA
1. Plan workplace document	<ul style="list-style-type: none">a. Purpose and audience for the document are identifiedb. Appropriate format for the document is established to meet workplace requirementsc. Relevant information is identified and selected for inclusion in the document
2. Prepare workplace document	<ul style="list-style-type: none">a. A draft of the document is prepared in accordance with workplace procedures and conventions for sentence construction, grammar, spelling, style, punctuation and vocabulary that are appropriate for the reader(s)b. Document is edited and presented in a final version appropriate to the task
3. Complete workplace forms	<ul style="list-style-type: none">a. Work related form(s) is interpreted to identify information required for its completionb. Required information for completion of form is gathered from relevant sources in accordance with workplace proceduresc. Form(s) is completed in accordance with workplace policy and procedures and any applicable regulations and codes

Range Of Variables

PREPARE WORKPLACE DOCUMENTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the workplace requirements concerning the preparation of workplace documents/forms b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and the basic principles of report writing to the preparation of workplace documents/forms as part of work activities in the transport, stevedoring, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Documents and forms may include routine written reports on workplace activities, incidents, meeting outcomes, etc. It may also include the gathering of relevant information and the subsequent completion of the various forms and records falling within the occupational responsibility of the person concerned. f. Communication in the work area may include: <ul style="list-style-type: none"> f.1. written, oral, aural or signed communications f.2. phone f.3. electronic data interchange (EDI) f.4. fax f.5. e-mail f.6. Internet f.7. radio g. Hazards in the work area may include: <ul style="list-style-type: none"> g.1. exposure to chemicals g.2. exposure to dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. suppliers, customers and clients h.3. relevant authorities and institutions h.4. management and union representatives h.5. industrial relations and OHS specialists h.6. other maintenance, professional or technical staff i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures

Range Of Variables (continued)

PREPARE WORKPLACE DOCUMENTS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. Australian and international codes of practice and regulations relevant to workplace activities a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. codes and regulations relevant to workplace documents/forms being prepared a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

PREPARE WORKPLACE DOCUMENTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. plan document in accordance with guidelines/pro formas a.3. prepare and check document using appropriate technology a.4. complete forms to meet regulatory and workplace requirements a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the documents and/or forms being prepared b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the completion of documents/forms d. Focus of operation of relevant work systems, equipment, management and site operating procedures e. Problems that may occur when preparing and completing workplace documents and forms and appropriate action that can be taken to resolve the problems f. Equipment and materials required for the completion of documents and forms and instructions and precautions for their use g. Conventions for sentence construction, grammar, spelling, style and punctuation h. Format and layout of various documents and forms used in workplace activities i. Ability to read, write and comprehend simple statements in English j. Ability to select and use relevant communications/computing/office equipment when completing documents and forms k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to read and interpret instructions, procedures and labels relevant to the import/export of cargo/freight
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to prepare and complete workplace documents and forms, and/or a.2. prepare and complete workplace documents and forms in an appropriate range of operational contexts

PREPARE WORKPLACE DOCUMENTS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant information a.2. planning document in accordance with guidelines/pro formas a.3. preparing and checking documents using appropriate technology a.4. completing forms to meet regulatory and workplace requirements a.5. providing customer/client service and working effectively with others a.6. conveying information in written and oral form a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to workplace activities b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances (where relevant) b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any potential difficulties in the preparation of workplace documents and forms in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	1	1

TDTE597B CARRY OUT BASIC WORKPLACE CALCULATIONS

Field E Communication and Calculation

DESCRIPTION:

This unit involves the skills and knowledge required to carry out basic routine workplace calculations, including carrying out required mathematical operations, preparing basic estimates of mass, size and volume, and interpreting basic graphical representations of mathematical information. It includes calculations for routine industry-related tasks using manual and electronic processes. It specifically includes the skills and knowledge needed to estimate/calculate manual load shifting requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Carry out calculations	<ul style="list-style-type: none"> a. Items are counted singly and in batches and sorted numerically, as required in workplace tasks b. Calculations needed to complete work tasks are performed using the four basic processes of addition, subtraction, multiplication and division c. Calculations involving fractions, percentages and mixed numbers, and using the four basic processes, are performed as required to complete workplace tasks d. The functions of a calculator, numeric keypad or computer are used to perform workplace tasks e. Numerical information is self-checked and corrected for accuracy
2. Prepare estimates	<ul style="list-style-type: none"> a. Quantities of materials and resources required to complete a work task are estimated b. The time needed to complete a work activity is estimated c. Accurate estimates for work completion are made
3. Interpret graphical representations of mathematical information	<ul style="list-style-type: none"> a. Information represented in symbols, diagrams and pictorial representations is recognised, interpreted and acted upon in workplace tasks

Range Of Variables

CARRY OUT BASIC WORKPLACE CALCULATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Calculations are carried out as an integral part of routine work in the context of the workplace concerned b. Work is performed under some supervision, generally within a team environment c. Work involves the application of established mathematical principles and techniques in day-to-day work activities
2. Worksite environment	<ul style="list-style-type: none"> a. Calculations will be those involved in basic routine work functions and may occur by day or night and in a variety of work contexts b. Calculations may involve: <ul style="list-style-type: none"> b.1. money b.2. volume b.3. weight b.4. time b.5. length and distance b.6. area b.7. perimeter c. Mathematical operations may include: <ul style="list-style-type: none"> c.1. multiplication c.2. division c.3. addition c.4. subtraction c.5. percentages c.6. fractions d. Consultative processes may include: <ul style="list-style-type: none"> d.1. staff members d.2. management d.3. union representatives d.4. industrial relations, Occupational Health and Safety specialists d.5. other professional or technical staff e. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> e.1. company procedures e.2. enterprise procedures e.3. organisational procedures e.4. established procedures f. Calculations may involve the basic use of a range of technology including: <ul style="list-style-type: none"> f.1. manual techniques f.2. calculator f.3. computer

Range Of Variables (continued)

CARRY OUT BASIC WORKPLACE CALCULATIONS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, checklists and instructions a.2. goods identification numbers and codes a.3. manifests, bar codes, goods and container identification a.4. manufacturer's specifications a.5. workplace policies a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OHS legislation

CARRY OUT BASIC WORKPLACE CALCULATIONS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> a.1. select appropriate mathematical processes for workplace tasks a.2. select and use appropriate electronic and mechanical aids including calculators and computers a.3. carry out calculations a.4. prepare estimates a.5. interpret graphical representations of mathematical information
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OHS responsibilities c. Basic mathematical operations and techniques d. Ways of representing basic mathematical information e. Procedures for identifying and using relevant workplace technology when carrying out workplace calculations f. Typical mathematical problems and appropriate action and solutions g. Ability to carry out the four basic mathematical operations
4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out basic workplace calculations, and/or a.2. carry out basic workplace calculations in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. selecting appropriate mathematical processes for workplace tasks a.2. selecting and using appropriate electronic and mechanical aids including calculators and computers a.3. carrying out calculations a.4. preparing estimates a.5. interpreting graphical representations of mathematical information b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. relevant guidelines relating to the use of computers and calculators c. Action is taken promptly to report any workplace problems in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

CARRY OUT BASIC WORKPLACE CALCULATIONS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	2	2	1

TDTE697C COLLECT, ANALYSE AND PRESENT WORKPLACE DATA AND INFORMATION

Field E Communication and Calculation

DESCRIPTION:

This unit involves the skills and knowledge required to collect, analyse and present workplace data and information including identifying required information, analysing and preparing information for use, explaining information, and presenting workplace information to others.

ELEMENT	PERFORMANCE CRITERIA
1. Identify required information	<ul style="list-style-type: none"> a. Purpose of the information/data collection is identified b. Sources of information are established c. Appropriate information is collected
2. Prepare information for use	<ul style="list-style-type: none"> a. Information is collated and analysed in accordance with workplace procedures b. Processed information is organised and presented in a logical manner c. Checks for accuracy are made
3. Explain information	<ul style="list-style-type: none"> a. Data collection and analysis is explained to others in a way that effectively contributes to the workplace operations b. Outcomes of data/information analysis are presented to others using appropriate presentation modes and resources c. Questions are answered and appropriate clarifications are given
4. Present workplace information	<ul style="list-style-type: none"> a. Processed information is forwarded to appropriate personnel in accordance with workplace procedures b. Processed information is collated and stored in accordance with workplace procedures

Range Of Variables

COLLECT, ANALYSE AND PRESENT WORKPLACE DATA AND INFORMATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Data collection, analysis and presentation is carried out as an integral part of operations in the context of the workplace concerned b. Work is performed under general or limited supervision, generally within a team environment c. Work involves the application of established principles and practice to the collection, analysis and presentation of information and data as part of workplace operations
2. Worksite environment	<ul style="list-style-type: none"> a. Data collection, analysis and presentation will be that required for workplace operations and may occur by day or night and in a variety of work contexts b. Customers may be internal or external c. Presentation modes may include: <ul style="list-style-type: none"> c.1. written documentation c.2. oral reports c.3. group presentations using appropriate technology c.4. completion of standard forms and checklists c.5. routine written reporting c.6. entry of collected/processed information into a computer c.7. participation in workplace discussions d. Presentations/communications may involve: <ul style="list-style-type: none"> d.1. English-speaking persons d.2. multilingual staff d.3. persons with limited ability to communicate in English e. Presentation/communication problems may include: <ul style="list-style-type: none"> e.1. misunderstanding e.2. limited ability of others to communicate in English e.3. noisy environments or communications channels e.4. illegible writing or print e.5. use of non-standard vocabulary e.6. incorrect assumption that information has been received and/or correctly understood f. Depending on workplace context, consultative processes may involve <ul style="list-style-type: none"> f.1. managers f.2. supervisors/team leaders f.3. workplace personnel f.4. clients f.5. private and/or public sector security personnel f.6. police f.7. security consultants f.8. visitors f.9. contractors f.10. official representatives f.11. union representatives f.12. industrial relations f.13. OHS specialists f.14. other professional or technical staff

Range Of Variables (continued)

COLLECT, ANALYSE AND PRESENT WORKPLACE DATA AND INFORMATION

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures <p>h. Presentation/communication may involve the use of a range of technology, including:</p> <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. overhead or computer controlled projector h.8. plain or electronic white board h.9. flip charts h.10. microphone and amplifier h.11. video player and monitor
<p>3. Sources of information/ documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, checklists and instructions a.2. operations manuals a.3. induction documentation a.4. competency standards and training materials a.5. job specifications a.6. manufacturer's specifications a.7. HAZCHEM and dangerous/hazardous goods codes a.8. goods identification numbers and codes a.9. manifests, bar codes, goods and container identification a.10. manufacturer's specifications a.11. workplace policies a.12. supplier and/or client instructions a.13. material safety data sheets a.14. relevant codes of practice including the national standards for manual handling and the industry safety code a.15. legislation, regulations and related documentation a.16. award, enterprise bargaining agreement, other industrial arrangements a.17. standards and certification requirements a.18. quality assurance procedures a.19. emergency procedures

Range Of Variables (continued)

COLLECT, ANALYSE AND PRESENT WORKPLACE DATA AND INFORMATION

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codesa.2. dangerous goods and freight regulations and codesa.3. relevant Australian and State/Territory standards and certification requirementsa.4. relevant Australian and State/Territory OH&S legislationa.5. equal employment legislation and related policiesa.6. environmental protection regulations

COLLECT, ANALYSE AND PRESENT WORKPLACE DATA AND INFORMATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, sort, collate and interpret required information a.2. identify and select appropriate analysis and presentation processes a.3. analyse and prepare information for use a.4. explain processed information a.5. present and communicate workplace information effectively in written and verbal modes a.6. identify presentation/communication problems and take appropriate action a.7. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OH&S responsibilities c. Sources of information and data and procedures for processing the information for workplace use e. Protocols and procedures for the collection, analysis and presentation of workplace information and data using relevant technology f. Presentation/communication techniques including barriers to effective communication and how to overcome them d. Basic principles of effective presentation and communication of information f. Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English g. Typical presentation/communication problems and appropriate action and solutions h. Ability to plan own work including predicting consequences and identifying improvements i. Ability to identify and use required communication/presentation technology
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to collect, analyse and present workplace information and data, and/or a.2. collect, analyse and present workplace information and data in an appropriate range of operational situations

COLLECT, ANALYSE AND PRESENT WORKPLACE DATA AND INFORMATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, sorting, collating and interpreting required information a.2. identifying and selecting appropriate analysis and presentation processes a.3. analysing and preparing information for use a.4. explaining processed information a.5. presenting and communicating workplace information effectively in written and verbal modes a.6. identifying presentation/communication problems and taking appropriate action a.7. maintaining workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions b.4. relevant guidelines relating to the use of equipment b.5. quality assurance procedures (where existing) b.6. meeting procedures b.7. environmental protection procedures <p>c. Action is taken promptly to report any operational problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	3	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to use communication systems including operating a communication system effectively, using appropriate communication protocols when using a system, communicating with a base, and identifying faulty operation of communications equipment and taking appropriate action.

ELEMENT	PERFORMANCE CRITERIA
1. Identify system features	<ul style="list-style-type: none"> a. System features and control functions are identified b. Where relevant, battery and signal levels are monitored c. Mobile equipment is set up to optimise communication d. Where relevant, channels are selected appropriate to the communication
1. Communicate using communications technology	<ul style="list-style-type: none"> a. System checks are carried out to confirm communication system is operational in accordance with manufacturer's instructions and workplace procedures b. Communication system is operated safely in accordance with manufacturer's instructions, workplace procedures and (any) regulatory requirements c. Telephone and radio security is maintained in accordance with workplace procedures d. Where relevant, channel selection is appropriate for the location and type of communication e. Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users f. Incoming messages are received and answered promptly and courteously within operating procedures and (any) regulatory requirements g. Appropriate protocols and procedures are followed when using communications systems during emergencies h. Received messages are interpreted and recorded, where required, in accordance with workplace procedures i. Vocal communication is clear, unambiguous and uses appropriate procedures, language and codes
3. Maintain communication equipment operational status	<ul style="list-style-type: none"> a. Equipment is checked and maintained in working order in accordance with workplace procedures b. Minor faults in the communications systems are promptly identified, diagnosed, and repaired or reported in accordance with workplace procedures
4. Complete documentation	<ul style="list-style-type: none"> a. Appropriate records of communications are maintained in accordance with workplace procedures

Range Of Variables

USE COMMUNICATION SYSTEMS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is carried out in accordance with relevant regulations and workplace procedures b. Work is performed under some supervision, generally within a team environment c. Work involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications
2. Worksite environment	<ul style="list-style-type: none"> a. Use of communication systems will include that required in routine operations and may occur by day or night and in a variety of work contexts, including: <ul style="list-style-type: none"> a.1. in confined spaces, exposed conditions and controlled or open environments a.2. in a workplace, terminal, warehouse or depot a.3. in a vehicle a.4. on a vessel a.5. on a train a.6. on a worksite a.7. at a client's workplace b. Communication equipment may include but is not limited to: <ul style="list-style-type: none"> b.1. fixed phone systems b.2. mobile phone, both on person or hands-free b.3. radios including personal, hand-held or vehicle-mounted, CB, UHF, VHF, SSB, marine c. Worksite communication may include: <ul style="list-style-type: none"> c.1. active listening c.2. two-way conversation c.3. questioning to obtain information and/or clarify information and understanding c.4. routine oral reporting d. Communications may involve: <ul style="list-style-type: none"> d.1. English-speaking persons d.2. multilingual staff d.3. persons with limited ability to communicate in English e. Communication problems may include: <ul style="list-style-type: none"> e.1. misunderstanding e.2. limited ability of others to communicate in English e.3. noisy environments or communications channels e.4. illegible writing or print e.5. use of non-standard vocabulary e.6. incorrect assumption that message has been received and/or correctly understood e.7. not following correct communication protocols and procedures

Range Of Variables (continued)

USE COMMUNICATION SYSTEMS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Communication may be with:</p> <ul style="list-style-type: none"> f.1. base personnel f.2. other drivers and workplace personnel f.3. managers f.4. supervisors/team leaders f.5. suppliers and clients f.6. private and/or public sector security personnel f.7. police and other emergency services personnel f.8. security consultants f.9. other professional or technical staff f.10. local government authorities <p>g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace communication procedures, protocols, checklists and instructions a.2. manufacturer's specifications for communications equipment a.3. goods identification numbers and codes a.4. manifests, bar codes, goods and container identification a.5. communication records a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. legislation, regulations and related documentation a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OH&S legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations

USE COMMUNICATION SYSTEMS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify equipment features a.2. operate a communication system effectively a.3. communicate effectively using communication systems a.4. maintain communication equipment operational status a.5. use a communication system during emergencies a.6. identify faults in communications equipment a.7. identify communication problems and take appropriate action a.8. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OH&S responsibilities c. Protocols and procedures for communicating with others using relevant communication technology d. Procedures and protocols for the use of communication systems during an emergency d. Features of various communications systems e. Basic communication techniques including barriers to effective communication and how to overcome them f. Basic principles of effective communication g. Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English h. Pre-operational checks for communications systems and equipment i. Minor routine maintenance procedures for communications equipment j. Typical problems that may occur when using communications systems and appropriate action and solutions k. Ability to plan own work including predicting consequences and identifying improvements l. Ability to identify and use required communication technology m. Ability to effectively communicate during both transmission and receipt of information
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to use communication systems, and/or a.2. use communication systems in an appropriate range of operational situations

USE COMMUNICATION SYSTEMS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying equipment features a.2. operating a communication system a.3. communicating using relevant technology a.4. maintaining communication equipment operational status a.5. using communications systems during emergencies a.6. identifying faults in communications equipment a.7. identifying problems with communication systems and taking appropriate action a.8. maintaining workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. relevant guidelines relating to the use of communications equipment b.5. environmental protection procedures <p>c. Action is taken promptly to report any incidents or problems with communications systems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	2	3

DESCRIPTION:

This unit involves the skills and knowledge required to process workplace documentation including planning the documentation to fulfil the identified purpose and completing the documentation in accordance with requirements. Documentation may include forms, logs, diaries and basic hand-written or typed reports. It may also include entry of information into computer-based documents and forms.

ELEMENT	PERFORMANCE CRITERIA
1. Plan documentation	<ul style="list-style-type: none"> a. Purpose of workplace documentation is identified and confirmed b. Information for completion of the workplace documentation is collected, interpreted, analysed and organised as required
2. Complete documentation	<ul style="list-style-type: none"> a. Required documentation is prepared, or forms completed, in accordance with workplace policies and procedures b. Information is entered into computer-based documents, where required c. Logs or diaries are maintained accurately and in a timely manner in accordance with workplace requirements.

Range Of Variables

PROCESS WORKPLACE DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Processing of workplace documentation is carried out as an integral part of work operations in the context of the workplace concerned b. Work may be performed in team and autonomous working situations c. Work involves the application of established procedures in the completion of workplace documentation in the course of day-to-day operations
2. Worksite environment	<ul style="list-style-type: none"> a. Processing of workplace documentation will be that involved in routine work functions and may occur by day or night and in a variety of work contexts, including: <ul style="list-style-type: none"> a.1. in confined spaces, exposed conditions and controlled or open environments a.2. in a workplace, warehouse or depot a.3. in a vehicle on the road a.4. at a client's workplace b. Types of documentation may include: <ul style="list-style-type: none"> b.1. workplace and on-road transport memos b.2. letters b.3. diaries b.4. logs b.5. checklists b.6. maintenance schedules b.7. workplace forms and standard documents c. Documentation and reporting systems will be as defined within workplace procedures d. Documentation may be received from or sent to: <ul style="list-style-type: none"> d.1. managers d.2. supervisors/team leaders d.3. other workplace personnel d.4. clients d.5. contractors d.6. union representatives d.7. official representatives e. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> e.1. company procedures e.2. enterprise procedures e.3. organisational procedures e.4. established procedures f. Documentation may include: <ul style="list-style-type: none"> f.1. hard copy f.2. computer-based documents and forms f.3. faxes f.4. e-mail

Range Of Variables (continued)

PROCESS WORKPLACE DOCUMENTATION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, forms, checklists and instructions a.2. goods identification numbers and codes a.3. manifests, bar codes, goods and container identification a.4. manufacturer's specifications a.5. workplace documentation policies a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. legislation, regulations and related documentation a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OHS legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations

PROCESS WORKPLACE DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and collect information required to process workplace documentation a.2. complete workplace documentation in accordance with workplace procedures a.3. maintain workplace records a.4. identify problems in processing of workplace documentation and take appropriate action
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OH&S responsibilities c. Protocols and procedures for processing workplace documentation using relevant workplace technology d. Requirements for workplace documentation, forms, logs or diaries e. Sources of information for the completion of workplace documentation, forms, logs or diaries f. Purpose of workplace documentation, forms, logs or diaries g. Typical problems in processing of workplace documentation and appropriate action and solutions h. Ability to collect, interpret, analyse and organise information needed to complete workplace documentation, forms, logs or diaries i. Ability to write and/or enter information into computer based documentation systems
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to process workplace documentation, and/or a.2. process workplace documentation in an appropriate range of operational situations

PROCESS WORKPLACE DOCUMENTATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. identifying and collecting information required to process workplace documentation</p> <p>a.2. completing workplace documentation in accordance with workplace procedures</p> <p>a.3. maintaining workplace records</p> <p>a.4. identifying problems in processing of workplace documentation and taking appropriate action</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant regulations and codes</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for the processing of documentation</p> <p>b.4. relevant guidelines relating to the use of equipment</p> <p>b.5. environmental protection procedures</p> <p>c. Action is taken promptly to report any problems in the processing of documentation in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to use pilot and escort communication equipment and resources including deploying/operating the equipment to communicate with drivers of oversize/overmass vehicles during pilot and escort duties and other relevant personnel, and maintaining all required records.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Operate communications equipment and resources</p>	<ul style="list-style-type: none"> a. Communications equipment and resources for use in piloting and escorting duties are deployed/operated in accordance with relevant rules, regulations and manufacturer's specifications b. Messages are transmitted and received clearly and precisely with due observation of ethics and protocols required of users c. Backup communication strategies are established and relevant personnel are informed of operating and coordination procedures d. Alternative communication strategies are used to communicate messages in response to communications failures and problems
<p>2. Maintain records</p>	<ul style="list-style-type: none"> a. Records on oversize and overmass vehicle movements are maintained in accordance with legal and workplace documentation requirements b. Damage and other incidents are reported clearly and legibly to appropriate authorities in accordance with relevant rules and regulations and company policies and procedures

Range Of Variables

USE PILOT AND ESCORT COMMUNICATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory roads and traffic authority pertaining to the piloting and escorting of oversize and overmass loads b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures using pilot and escort communications in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may include all pilot and escort vehicle operations b. Pilot and escort operations may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. in confined spaces, exposed conditions and controlled or open environment b.4. on the open road b.5. on a private road b.6. in the workplace, warehouse or depot b.7. at a client's workplace c. Communication equipment may include: <ul style="list-style-type: none"> c.1. vehicle signage c.2. light battens c.3. white gloves c.4. directional display boards c.5. radio c.6. satellite phone c.7. flashing lights c.8. headlights c.9. hazard lights d. Operational hazards may include (examples only): <ul style="list-style-type: none"> d.1. wet and iced roads d.2. oil on road d.3. animals and objects on road d.4. fire in vehicle d.5. leaking fuel d.6. faulty brakes d.7. parked vehicles on the road d.8. faulty steering mechanism on vehicle d.9. pedestrians crossing the road d.10. flooded sections of road d.11. windy sections of road d.12. foggy conditions

Range of Variables (continued)

USE PILOT AND ESCORT COMMUNICATION

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> e. Personnel to whom communication is directed include: <ul style="list-style-type: none"> e.1. driver of overmass and/or oversize vehicle e.2. other drivers on the road e.3. management/supervisors e.4. base personnel e.5. emergency services e.6. regulatory authorities f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. State/Territory pilot/escort permit/regulatory requirements a.2. State/Territory road rules a.3. workplace procedures and policies a.4. workplace communication instructions and procedures a.5. vehicle manufacturer's instructions and specifications a.6. emergency procedures a.7. communication log book or record book (where required)
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable procedures and codes may include: <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to piloting and escort functions a.2. relevant State/Territory road rules a.3. relevant State/Territory oversize and overmass permit regulations and requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

USE PILOT AND ESCORT COMMUNICATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare for pilot or escort operation, including the deployment of relevant signage and warning devices a.2. operate communications equipment a.3. carry out communications required in pilot or escort operations a.4. follow OHS and environmental protection procedures and regulations a.5. follow emergency procedures when required a.6. maintain relevant records
<p>2. Interdependent assessment of units</p>	<p>a. This unit may be assessed in conjunction with other competency units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory roads and traffic authority pertaining to the piloting and escorting of oversize and overmass loads b. Relevant OHS and environmental procedures and regulations c. Types of communication equipment, signage and other communication resources required in escort and piloting operations, and their use d. Procedures for communication during escort and piloting operations e. Procedures to be followed in the event of a escort/piloting emergency f. Available backup communication strategies g. Pre-operational checks required for communication equipment, signage and other communication resources needed in escort and piloting operations, and related action h. Documentation requirements for piloting and escorting oversize/overmass loads i. Ability to read instructions, procedures and signage relevant to piloting and escort operations j. Ability to operate communication equipment, signage and other communication resources required during escort and piloting operations
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to fulfil communication responsibilities during escort/piloting operations, and/or a.2. fulfil communication responsibilities during escort/piloting operations in an appropriate range of operational situations

Evidence Guide (continued)

USE PILOT AND ESCORT COMMUNICATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. preparing for pilot or escort operation a.2. deploying/operating communications equipment during escort and piloting operations a.3. carrying out communications required in pilot or escort operations a.4. following OHS and environmental protection procedures and regulations a.5. following emergency procedures when required a.6. maintaining relevant records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory roads and traffic authority regulations and licence requirements pertaining to the piloting and escorting of oversize and overmass loads b.2. OHS policies and procedures b.3. identification of operational hazards and the use of appropriate hazard control techniques b.4. workplace communication procedures, protocols and instructions (including security and housekeeping procedures) b.5. relevant vehicle manufacturer's guidelines b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with road traffic authority requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to equipment or load</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory roads and traffic authority</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	2	1	2	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to estimate furniture removal jobs including estimating requirements of removal jobs, interacting with customers regarding removals, and preparing documentation for removals job. Estimates may include estimates of the volume of a furniture removals job and calculations of expenses, time and resources.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Estimate requirements of removals jobs</p>	<p>a. An accurate and complete inventory is taken which records all furniture and effects to be removed</p> <p>b. The type of goods to be moved is accurately defined so that appropriate arrangements for fragile or dangerous good can be made, following workplace procedures and legislative requirements</p> <p>c. The job requirements are estimated in relation to the size of the van, the amount of time required, labour required, hazards involved, and other resources needed to complete the job</p> <p>d. Job costs are calculated on the basis of volume, time and distance</p>
<p>2. Interact with customers regarding removals</p>	<p>a. Customer requests and queries are courteously handled both face-to-face and on the telephone</p> <p>b. Customers are appropriately briefed in relation to the organisational details, legal liability, insurance and contractual details of the removals job, following workplace procedures</p> <p>c. Personal contact with the customer is maintained during and following the removal to ensure customer's needs are satisfied and any concerns are addressed</p>
<p>3. Prepare documentation for removals job</p>	<p>a. A job quotation is documented and submitted to the customer as required, following workplace procedures</p> <p>b. The removal is scheduled and booking staff are informed as required</p> <p>c. The removal job is audited against the pre-job estimates and recommendations for improvements made if appropriate</p>

Range Of Variables

ESTIMATE FURNITURE REMOVAL JOBS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with company procedures, the Operations Furniture Removalist Manual and relevant standards and certification requirements b. Work is normally performed under limited supervision or unsupervised c. Work involves the application of standard furniture removal procedures when carrying out estimation of furniture removal jobs
2. Worksite environment	<ul style="list-style-type: none"> a. Removal sites may include: <ul style="list-style-type: none"> a.1. domestic premises a.2. industrial premises a.3. commercial premises a.4. local suburban, country, interstate, overseas b. Customers may be internal and external c. Operations may be conducted by day or night and in a variety of weather conditions d. Hazards may include: <ul style="list-style-type: none"> d.1. power and telephone lines, trees and landscaping d.2. driveway length and surface d.3. parking restrictions d.4. stairs and steps d.5. lawn sprinklers on automatic timers d.6. obstructions d.7. uneven or unstable ground d.8. door and passageway widths and tight internal corners d.9. low hanging light fittings and other fixture obstructions d.10. unfriendly pets e. Requirements for access may include: <ul style="list-style-type: none"> e.1. site restrictions and procedures e.2. personal protection equipment e.3. authorities and permits e.4. security arrangements at the site e.5. hours of operation e.6. removal duration e.7. additional gear and equipment e.8. communications equipment f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. customers f.2. other employees and supervisors f.3. management and other office personnel f.4. union representatives f.5. Occupational Health and Safety specialists f.6. other professional and technical staff and tradespeople

Range Of Variables (continued)

ESTIMATE FURNITURE REMOVAL JOBS

<p>2. Worksite environment (continued)</p>	<p>g. Special requirements may include:</p> <ul style="list-style-type: none"> g.1. dismantling of items g.2. temporary removal of doors and fittings on site g.3. the use of tradespersons such as electricians, carpenters, cabinet makers, etc. <p>h. Communications may include:</p> <ul style="list-style-type: none"> h.1. fixed and mobile phones, radio, fax, laptop computer/Internet h.2. oral/aural communications h.3. written communications, including completing and signing documents <p>i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures <p>j. Calculations may involve the basic use of a range of technology including:</p> <ul style="list-style-type: none"> j.1. manual techniques j.2. calculator j.3. computer
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. job estimate a.2. Operations Furniture Removalist Manual a.3. job specifications and procedures a.4. OHS procedures and regulations a.5. manufacturers' specifications a.6. workplace operating procedures and policies a.7. customers' instructions a.8. standards and certification requirements a.9. quality assurance procedures a.10. emergency procedures a.11. job safety analysis a.12. site plan
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority vehicle driver licence requirements a.2. relevant State/Territory traffic act and related regulations a.3. relevant State/Territory OHS legislation and regulations a.4. relevant State/Territory environmental protection legislation and regulations

ESTIMATE FURNITURE REMOVAL JOBS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. estimate requirements of a removal job a.2. interact with customers regarding removals a.3. prepare documentation for a removal job a.4. define removal job requirements and action plan a.5. fulfil OHS and environmental protection requirements a.6. complete relevant records
<p>2 Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OHS and environmental protection legislation and policies c. Furniture removal estimation procedures and related codes of practice d. Relevant agreements and legislation applicable to furniture removal e. Customer service requirements including language, courtesy, behaviour and problem solving f. Hazards that may be experienced on a removal job and related hazard control measures g. Items unsuitable for removal and the associated reasons h. Special requirements that may need to be addressed in a removal and the related procedures to be adopted i. Documentation that is completed during an estimation of a removal job j. Ability to estimate mass, volume and area and to quantify dimensions k. Ability to carry out calculations required when estimating removal jobs l. Ability to identify equipment used in removals and an understanding of its application and the procedures involved m. Ability to plan own work, including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to estimate a removal job, and/or a.2. estimate removal jobs in a range of operational situations

Evidence Guide (continued)

ESTIMATE FURNITURE REMOVAL JOBS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. estimating requirements of a removals job a.2. interacting with customers regarding removals a.3. preparing documentation for removals job a.4. defining removal job requirements and action plan a.5. fulfilling OHS and environmental protection requirements <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. vehicle operation requirements of the relevant State/Territory roads and traffic authority b.2. codes of practice relevant to furniture removal b.3. OHS regulations and hazard prevention policies and procedures b.4. removal job estimation procedures and instructions b.5. relevant vehicle manufacturer's instructions relating to the operation of the removal vehicle b.6. environmental protection procedures when carrying out removals <p>c. Action is taken promptly to report and/or rectify any identified removal problems in accordance with company procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to structures, equipment or removal items</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur on an appropriate job or in a suitably simulated work environment

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	2	2	2	2	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to consolidate manifest documentation including the identification of the documentation required and the processing of the information in accordance with workplace procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Identify required documentation	<ul style="list-style-type: none"> a. Relevant documentation is collated and checked to ensure all appropriate information has been entered b. Omissions/discrepancies are noted and reported in accordance with workplace procedures c. Identification codes, manifest codes, details of dangerous goods declarations and pertinent data are entered into record system in accordance with workplace procedures and, where required, statutory requirements d. Relevant clearances for the movement of goods/freight are checked and, where appropriate, actions to rectify deficiencies are followed in accordance with workplace procedures
2. Process documentation	<ul style="list-style-type: none"> a. Files/system are amended including the appending of all relevant data/information b. Tracking/monitoring processes are completed and documentation is forwarded in accordance with workplace procedures and, where required, statutory requirements

Range Of Variables

CONSOLIDATE MANIFEST DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to efficiently and effectively consolidate manifest documentation
2. Worksite environment	<ul style="list-style-type: none"> a. Consolidation of manifest documentation may be undertaken in the bulk handling, dangerous goods and freight forwarding sectors of the transport and distribution industry b. Requirements for work may include: <ul style="list-style-type: none"> b.1. freight forwarding protocols and procedures b.2. communications equipment b.3. workplace operations b.4. authorities and permits b.5. hours of operation b.6. relevant regulations c. Documentation may include: <ul style="list-style-type: none"> c.1. type, capacity and compatibility of cargo c.2. weigh bridge tickets c.3. loading dockets c.4. orders c.5. invoices d. Consultative processes may involve: <ul style="list-style-type: none"> d.1. other employees and supervisors d.2. agents, suppliers, clients d.3. relevant authorities and institutions d.4. management d.5. OHS specialists d.6. other professional or technical staff e. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> e.1. company procedures e.2. enterprise procedures e.3. organisational procedures e.4. established procedures

Range of Variables (continued)

CONSOLIDATE MANIFEST DOCUMENTATION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. operations manuals, job specifications and procedures and induction documentation a.2. competency standards and training materials a.3. manufacturer's/client specifications, instructions a.4. workplace operating procedures and policies a.5. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.6. supplier and/or client instructions a.7. relevant Australian standards, criteria and certification requirements a.8. communications technology equipment, oral, aural or signed communications a.9. quality assurance procedures a.10. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. regulations relevant to the transport of freight a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. Australian and international standards and certification requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

Evidence Guide

CONSOLIDATE MANIFEST DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify required documentation for manifest consolidation a.2. select appropriate equipment and work systems a.3. communicate effectively in writing and respond to telephone and verbal inquiries a.4. process documentation for manifest consolidation a.5. maintain workplace and regulatory records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant codes of practice and legislative requirements including ADG Code and relevant freight regulations b. Relevant OHS and environmental procedures and regulations c. Workplace procedures to be followed in the consolidation of manifests d. Operational procedures for document control e. Sources of information/documentation needed when consolidating manifests f. Customer service policies and procedures g. Ability to apply relevant agreements, codes of practice or other legislative requirements h. Ability to read and interpret instructions, procedures and labels relevant to the consolidation of manifests i. Ability to prioritise work and coordinate self in relation to activities j. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to consolidate manifest documentation, and/or a.2. consolidate manifest documentation in an appropriate range of operational transport and distribution contexts

CONSOLIDATE MANIFEST DOCUMENTATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying required documentation for manifest consolidation a.2. selecting appropriate equipment and work systems a.3. communicating effectively in writing and responding to telephone and verbal inquiries a.4. processing documentation for manifest consolidation a.5. maintaining workplace and regulatory records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including ADG Code and relevant freight regulations b.2. OHS policies and procedures b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified manifest consolidation problems in accordance with relevant regulations and company procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace-simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	1	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to apply statistical data in the workplace including identifying situations where statistics are used in the workplace, collecting numerical data, processing and presenting data, and interpreting trends and patterns from numerical data.

ELEMENT	PERFORMANCE CRITERIA
1. Identify situations where statistics are used in the workplace	<ul style="list-style-type: none"> a. Types of statistical representations of data are identified b. Users of statistical data in the workplace are identified c. Statistical data representations are matched for appropriate workplace applications
2. Collect numerical data	<ul style="list-style-type: none"> a. Purpose of data collection is identified b. Sources of information are established c. Data collection methods are used d. Mathematical processes are used to arrange data e. Data collected is checked for accuracy f. Potential for inaccurate results arising from variables is estimated and described
3. Process and present data	<ul style="list-style-type: none"> a. Data collected is represented in graphs, tables, averages and percentages as required b. Spreadsheets and flowcharts are used to present data
4. Interpret trends and patterns from numerical data	<ul style="list-style-type: none"> a. Non-conforming results outside of the predicted outcome are noted and reasons identified b. Trends or patterns in data are noted c. Possible reasons for trends or patterns are generated d. Potential solutions are identified e. Appropriate techniques are used to encourage participation of team/group members to interpret and use statistical data
5. Apply outcomes of statistical analysis to workplace operations	<ul style="list-style-type: none"> a. Interpreted data is used to identify possible improvements in work processes and organisation b. Appropriate action is initiated to implement identified strategies for the improvement of processes or work organisation in accordance with workplace procedures c. Improvements are statistically monitored and evaluated in accordance with workplace procedures

Range Of Variables

APPLY WORKPLACE STATISTICS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. The application of workplace statistics is carried out as an integral part of work operations in the context of the workplace concerned. b. Work is performed under general guidance on progress and outcomes of work. c. Work involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. This includes the application of established statistical principles and procedures to specified workplace operations. d. A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it. e. The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site location a.2. large, medium and/or small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Customer and supplier contact and coordination is a requirement of these operations d. The key requirement of this unit is to interpret the data and provide appropriate, timely information on the outcomes of data analysis to appropriate personnel e. Workplace applications of statistical data representations may include (examples only): <ul style="list-style-type: none"> e.1. monitoring work flow e.2. inventory and stock levels e.3. customer surveys e.4. supplier and market analysis e.5. fleet control f. Statistics may be generated from <ul style="list-style-type: none"> f.1. raw data f.2. machine generated information f.3. complex, dedicated computerised facilities g. Personnel in work area may include: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. customers and suppliers g.3. external authorities and agencies g.4. management and union representatives g.5. industrial relations, Occupational Health and Safety specialists g.6. other professional or technical staff, contractors and maintenance personnel

Range Of Variables (continued)

APPLY WORKPLACE STATISTICS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
3. Sources of information/documents	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, policies and instructions a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.3. relevant agreements, codes of practice including the national standards for manual handling and the industry safety code a.4. legislation, regulations and related documentation a.5. reports of accidents and incidents within regulatory requirements and enterprise procedures a.6. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.7. quality assurance procedures
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. equal employment legislation and related policies a.4. environmental protection regulations

APPLY WORKPLACE STATISTICS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify situations where statistics are used in the workplace a.2. collect, process and present statistical data a.3. interpret trends and patterns from numerical data a.4. interpret the information represented in statistical data in relation to operational effectiveness of the section or organisation a.5. suggest improvements to statistical reporting methods and approaches a.6. apply techniques to encourage appropriate participation of team/group members to interpret and use statistical data a.7. identify requirements of tasks and organise planning, job completion and evaluation stages a.8. locate, interpret and apply relevant statistical information and relate it to other quantitative and qualitative data
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OHS responsibilities c. Workplace protocols and procedures for applying workplace statistics within work activities d. Focus of operation of recording, reporting and statistical analysis systems and resources e. Resource availability including the processing capacity of equipment and software systems for statistical analysis of data f. Coaching and mentoring approaches to support team members to develop knowledge and skills in statistical collection, collation and analysis g. Workplace business policies and plans including procedures for reporting performance h. Ability to select and appropriately apply technology, information systems and procedures to workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply workplace statistics to relevant workplace operations, and/or a.2. apply workplace statistics to relevant workplace operations in an appropriate range of operational contexts

APPLY WORKPLACE STATISTICS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying situations where statistics are used in the workplace a.2. collecting, processing and presenting statistical data a.3. interpreting trends and patterns from numerical data a.4. interpreting the information represented in statistical data in relation to operational effectiveness of the section or organisation a.5. suggesting improvements to statistical reporting methods and approaches a.6. applying techniques to encourage appropriate participation of team/group members to interpret and use statistical data a.7. identifying requirements of tasks and organising planning, job completion and evaluation stages a.8. locating, interpreting and applying relevant statistical information and relating it to other quantitative and qualitative data <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. relevant guidelines relating to the use of equipment b.5. meeting procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any workplace problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to compile and process export documentation including assessing cargo for transport, preparing regulatory and commercial documentation, preparing transport documentation, and coordinating documentation in accordance with requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Assess cargo for transport	<ul style="list-style-type: none"> a. Cargo for export is assessed in terms of commodity type and size, fair market value, shipping method, classification and conformity to domestic and foreign export/import requirements b. Customer is advised of discrepancies/anomalies and procedures for rectification in accordance with workplace procedures
2. Prepare regulatory and commercial documentation	<ul style="list-style-type: none"> a. Export packing lists are prepared from shipper's instructions including information regarding identifying marks and numbers, weights and measurements and package details b. Commercial documents, including invoices, banking and insurance requirements, are processed/prepared in accordance with regulatory and workplace procedures c. Lodgement instructions, where applicable, are prepared for forwarding to banking institutions d. Regulatory requirements are generated as required
3. Prepare transport documentation	<ul style="list-style-type: none"> a. Interim receipt/forwarding instructions are processed in accordance with shipping line requirements and workplace procedures b. Bill of lading/airway bills are obtained from shipping agent/company and processed in accordance with workplace procedures c. Additional transport documentation for export is generated/processed as required
4. Coordinate documentation requirements	<ul style="list-style-type: none"> a. Documentation is collated and checked to ensure it is complete and accurate b. Procedures for the lodgement of documents, including destination points and required timeframes, are recorded c. Export documentation is forwarded in accordance with workplace procedures and export schedule d. Documents are filed/stored in accordance with workplace procedures

Range Of Variables

COMPILE AND PROCESS EXPORT DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the export of freight b. Work is performed under general supervision c. Work involves the application of routine principles and procedures to compile and process export documentation
2. Worksite environment	<ul style="list-style-type: none"> a. Organisational activities may cover movement of equipment, goods, materials and various forms of freight transport and may be conducted by day or night b. Customers may be internal or external c. Requirements for work may include: <ul style="list-style-type: none"> c.1. site restrictions and procedures c.2. relevant domestic and international regulations c.3. specified loading operations c.4. communications equipment c.5. hours of operation c.6. authorities and permits c.7. incident/accident breakdown procedures d. Transport documentation for export may include: <ul style="list-style-type: none"> d.1. bill of lading d.2. airway bills d.3. export wharfage d.4. quarantine documentation d.5. parcel post receipt d.6. commerce markings e. Regulatory requirements may involve: <ul style="list-style-type: none"> e.1. export permits and clearances e.2. goods certificates e.3. financial duties f. Forms of transport may include: <ul style="list-style-type: none"> f.1. road f.2. rail f.3. sea f.4. air f.5. multi-modal g. Forms of documentation include: <ul style="list-style-type: none"> g.1. packing specifications and lists g.2. manifests g.3. invoices g.4. drafts g.5. instructions g.6. letters

Range of Variables (continued)

COMPILE AND PROCESS EXPORT DOCUMENTATION

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Consultative processes may involve:</p> <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. suppliers, potential customers and existing clients h.3. relevant authorities h.4. shipping lines h.5. banking institutions h.6. other agencies h.7. management and union representatives h.8. OHS specialists, h.9. other maintenance, professional or technical staff <p>i. Communications systems may involve:</p> <ul style="list-style-type: none"> i.1. telephone i.2. fax i.3. email i.4. electronic data transfer of information (EDI) i.5. mail <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. workplace procedures j.3. organisational procedures j.4. established procedures
<p>3. Sources of information/ documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. operations manuals, job specifications and procedures and induction documentation a.2. competency standards and training materials a.3. manufacturer's/client specifications, instructions and labelling advice including material safety data sheets a.4. workplace operating procedures and policies a.5. supplier and/or client instructions a.6. Australian and international standards, criteria and certification requirements a.7. communications technology equipment, oral, aural or signed communications a.8. OHS procedures a.9. quality assurance procedures a.10. emergency procedures

Range of Variables (continued)

COMPILE AND PROCESS EXPORT DOCUMENTATION

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. international transport regulations, codes and proceduresa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. regulations and codes of practice for the import and export of cargoa.4. relevant Australian and international standards and certification requirementsa.5. relevant State/Territory OHS legislationa.6. relevant State/Territory environmental protection legislationa.7. other regulations and legislative requirements pertaining to embargos, tariffs, quotas and prohibited goods

COMPILE AND PROCESS EXPORT DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify relevant export documentation a.2. prepare and process cargo documentation for export a.3. liaise with clients, agents, banking institutions, line managers and the like a.4. follow procedures for the lodgement of documents a.5. select appropriate equipment and work systems a.6. use appropriate communication strategies and equipment a.7. maintain workplace records and documentation including declarations of dangerous goods
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant agreements, codes of practice and legislative requirements including ADG Code and local and international freight regulations b. Relevant OHS and environmental procedures and regulations c. Workplace procedures for the compilation and processing of export documentation d. Contacts and sources of information/documentation needed when compiling and processing export documentation e. Customer service policies and procedures f. Documentation requirements of banking institutions, governments and insurance companies g. Ability to identify, read and interpret the various types of export documentation and their appropriate usage h. Ability to read and interpret instructions, procedures and labels relevant to the international transport of freight i. Ability to use relevant communications equipment when organising the international transport of freight j. Ability to use relevant computerised systems for communication and document generation
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to compile and process export documentation, and/or a.2. compile and process export documentation in an appropriate range of operational transport and distribution contexts involving relevant export documentation and various documentation generation and communication equipment

COMPILE AND PROCESS EXPORT DOCUMENTATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying relevant export documentation a.2. preparing and processing cargo documentation for export a.3. liaising with clients, agents, banking institutions, line managers, etc. a.4. following procedures for the lodgement of documents a.5. selecting appropriate equipment and work systems a.6. using appropriate communication strategies and equipment a.7. maintaining workplace records and documentation including declarations of dangerous goods <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international freight regulations b.2. OHS policies and procedures b.3. establishing effective working relationships with colleagues b.4. modifying activities (within scope of authority) to cater for variations in workplace contexts and environment b.5. effectively negotiating to resolve issues and problems b.6. workplace procedures and instructions (including security and housekeeping procedures) b.7. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified export documentation problems in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace-simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to enable effective communication between riggers/doggers and drivers during a lift including establishing an agreed communications system and trialing and configuring communication arrangements in accordance with regulatory requirements and codes of practice

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to crane operations.

ELEMENT	PERFORMANCE CRITERIA
1. Establishing agreed communications system	a. Forms of signals/communication conforming to Australian Standards and codes of practice are identified b. Methods of communication to be used in crane operations are agreed with relevant personnel
2. Trial and configure communications	a. Communications are trialed and adjusted and/or confirmed as required to ensure a safe and effective lift b. Communications equipment is checked for correct operation and configured in line with legislative and workplace requirements c. Defective equipment is tagged, rejected and reported to authorised personnel for corrective action d. Signals/communications are given both within sight and out of sight of crane operator
3. Use communication methods during a lift	a. Communication methods and systems are used during a lift in accordance with regulatory requirements, manufacturer's instructions and workplace procedures b. Problems identified during communications are reported and immediate action initiated in accordance with workplace procedures and regulatory requirements

Range Of Variables

UNDERTAKE RIGGER/DOGGER AND DRIVER COMMUNICATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to operations of mobile cranes up to and including 20 tonnes b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles, procedures and regulations to lift and move loads using slewing and non-slewing mobile cranes up to and including 20 tonnes in a variety of operational contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may be any slewing and non-slewing crane and may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Agreed signals/communications conforming to Australian Standards and codes of practice for load moving include signals for: <ul style="list-style-type: none"> e.1. stop e.2. raise e.3. lower e.4. slew-left or right e.5. luff-boom up and down e.6. extend boom e.7. retract boom f. Methods used to signal movement of the load may include: <ul style="list-style-type: none"> f.1. verbal f.2. hand signals in accordance with standards and codes of practice f.3. whistles/hooters in accordance with standards and codes of practice f.4. two-way radios/telephones in accordance with standards and codes of practice f.5. light signals in accordance with standards and codes of practice g. Consultative processes may involve: <ul style="list-style-type: none"> k.1. driver/rigger k.2. other employees and supervisors k.3. other professional or technical staff

Range Of Variables (continued)

UNDERTAKE RIGGER/DOGGER AND DRIVER COMMUNICATION

VARIABLE	SCOPE
<p>2 Worksite environment (continued)</p>	<p>h. Hazards may include:</p> <ul style="list-style-type: none"> h.1. power lines h.2. noise, light, energy sources h.3. overhead service lines h.4. surrounding buildings, structures, facilities h.5. underground services h.6. obstructions h.7. uneven or unstable ground and recently filled trenches h.8. stationary and moving machinery and equipment h.9. hazardous or dangerous materials h.10. traffic hazards and congestion h.11. other vehicles and personnel <p>i. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</p> <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. sunscreen, sunglasses and safety glasses j.4. two-way radios j.5. high visibility clothing <p>k. Requirements for access and/or lift may include:</p> <ul style="list-style-type: none"> k.1. a range of mobile cranes k.2. site restrictions and procedures k.3. authorities and permits k.4. hours of operation k.5. induction k.6. slings, chains, nets, brackets and other specialised lifting equipment k.7. noise restrictions k.8. personal protection equipment k.9. support trucks k.10. additional gear and equipment k.11. communications equipment <p>l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures l.5. site procedures

Range Of Variables (continued)

UNDERTAKE RIGGER/DOGGER AND DRIVER COMMUNICATION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. site plans a.2. Safe Working Load (SWL) and Working Load Limit (WLL) a.3. operations manuals a.4. induction documentation a.5. competency standards and training materials a.6. job specifications and procedures a.7. manufacturer's specifications a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. personal and work area work procedures and practices a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health & safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile crane operations including dogging and rigging requirements a.2. relevant Australian Standards and certification requirements a.3. relevant State/Territory road rules a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

UNDERTAKE RIGGER/DOGGER AND DRIVER COMMUNICATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. communicate signals to stop, raise, lower, slew left or right, luff boom up or down, extend or retract boom, travel crane a.2. configure communications equipment a.3. control on-street safety a.4. identify job and site hazards a.5. use appropriate communication strategies and equipment a.6. locate, interpret and apply relevant information including site plans and job specifications a.7. maintain company records and documentation a.8. identify and safely handle equipment and goods a.9. apply hierarchy of control and, where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Risks and hazards involved in mobile crane operation and associated action that can be taken to eliminate or minimise the risk e. Workplace procedures and statutory regulations concerning the communications between a rigger/dogger and a mobile crane driver before and during a lift f. Problems that may occur in communications during a lift and associated action that can be taken to address the problems concerned g. Methods used to signal movement of the load during a lift h. Communication systems used during a lift i. Ability to prioritise and multi-task work j. Ability to apply relevant agreements, codes of practice or other legislative requirements k. Ability to identify and correctly use equipment, processes and procedures l. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to undertake rigger/dogger and driver communication during a lift, and/or a.2. undertake rigger/dogger and driver communication during a lift in an appropriate range of operational lift situations involving mobile cranes

UNDERTAKE RIGGER/DOGGER AND DRIVER COMMUNICATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. communicating signals to stop, raise, lower, slew left or right, luff boom up or down, extend or retract boom, travel crane a.2. configuring communications equipment a.3. controlling on-street safety a.4. identifying job and site hazards a.5. using appropriate communication strategies and equipment a.6. locating, interpreting and applying relevant information including site plans and job specifications a.7. maintaining company records and documentation a.8. identifying and safely handling equipment and goods a.9. applying hierarchy of control and where necessary, safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes b.2. OHS policies and procedures b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. relevant manufacturer's guidelines related to the operation of the mobile crane concerned b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and company procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

TDTE1698B ESTIMATE/CALCULATE LOAD SHIFTING REQUIREMENTS FOR A MOBILE CRANE

Field E Communication and Calculation

DESCRIPTION:

This unit involves the skills and knowledge required to estimate/calculate load shifting requirements including carrying out required calculations, preparing estimates of loads, and interpreting graphical representations of mathematical information.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify mathematical information and tools used in the workplace</p>	<ul style="list-style-type: none"> a. Dimensions and/or weights to be measured are identified from work procedures and, where applicable, work order forms b. Units of measurement for allowable load limits (SWL and WLL) for load shifting are identified from crane load chart c. Information presented in mathematical symbols, diagrams and pictorial representations is recognised, interpreted and used to complete workplace tasks d. Measuring equipment, features and/or scales and units of measurement are selected as appropriate for the task and process
<p>3. Estimate and calculate requirements for load shifting</p>	<ul style="list-style-type: none"> a. Appropriate methods are selected to perform calculations required to complete workplace tasks, including addition, subtraction, multiplication, division, fractions, decimals, percentages and mixed numbers b. Quantities of materials and resources required to complete a work task are calculated c. Load balance characteristics are identified d. The time needed to complete a work activity is estimated e. Calculations required for weight, reach, radii, boom and jib configurations are undertaken and checked for conformity with crane load chart information f. Load spread is estimated/calculated to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems g. Measuring instruments are read to the limit of accuracy of the tool
<p>3 Complete documentation using mathematical information</p>	<ul style="list-style-type: none"> a. Appropriate workplace documentation is completed using recognised symbols and mathematical terms for the work tasks b. Numerical information is self-checked and corrected for accuracy

Range Of Variables

ESTIMATE/CALCULATE LOAD SHIFTING REQUIREMENTS FOR A MOBILE CRANE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to operations of mobile cranes b. Work is performed with limited or minimum supervision c. Work involves the application of routine principles, procedures and regulations to estimate/calculate load shifting requirements for a mobile crane
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Mobile crane may be any slewing and non-slewing crane up to and including 20 tonne capacity and may be involved in work in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Calculations and estimations may relate to aspects of the lift as well as weights and dimensions of specific loads, cargo, containers to be shifted, stored or lifted. They may involve units of measurement for weight, linear measurement, number, mass, pressure, speed, volume and/or time. f. Calculations may be undertaken with the use of calculators, computers or other mathematical aids g. Hazards may include: <ul style="list-style-type: none"> g.1. power lines g.2. noise, light, energy sources g.3. overhead service lines g.4. surrounding buildings, structures, facilities g.5. underground services g.6. obstructions g.7. uneven or unstable ground and recently filled trenches g.8. stationary and moving machinery and equipment g.9. hazardous or dangerous materials g.10. traffic hazards and congestion h. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Range Of Variables (continued)

ESTIMATE/CALCULATE LOAD SHIFTING REQUIREMENTS FOR A MOBILE CRANE

VARIABLE	SCOPE
<p>2 Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. sunscreen, sunglasses and safety glasses i.4. two-way radios i.5. high visibility clothing j. Consultative processes may involve: <ul style="list-style-type: none"> j.1. other employees and supervisors j.2. management j.3. union representatives j.4. clients j.5. industrial relations and OHS specialists j.6. other professional or technical staff k. Requirements for access and/or lift may include: <ul style="list-style-type: none"> k.1. site restrictions and procedures k.2. authorities and permits k.3. hours of operation k.4. induction k.5. slings, chains, nets, brackets and other specialised lifting equipment k.6. noise restrictions k.7. personal protection equipment k.8. support trucks k.9. additional gear and equipment k.10. communications equipment l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures l.5. site procedures

Range Of Variables (continued)

ESTIMATE/CALCULATE LOAD SHIFTING REQUIREMENTS FOR A MOBILE CRANE

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. Safe Working Load (SWL) and Working Load Limit (WLL) a.2. operations manuals including load charts and crane and rigging manuals a.3. induction documentation a.4. competency standards and training materials a.5. job specifications and procedures a.6. manufacturer's specifications a.7. workplace operating procedures and policies a.8. supplier and/or client instructions a.9. communications technology equipment, oral, aural or signed communications a.10. personal and work area work procedures and practices a.11. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.11.1. workplace agreements and awards a.11.2. OHS procedures a.11.3. standards and certification requirements a.11.4. quality assurance procedures a.11.5. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes a.2. relevant Australian Standards and certification requirements a.3. relevant State/Territory road rules a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

ESTIMATE/CALCULATE LOAD SHIFTING REQUIREMENTS FOR A MOBILE CRANE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. estimate load limits, weights and dimensions a.2. measure size and weight of products a.3. add, subtract, divide and multiply using metric and imperial measures, fractions, decimals, time and whole numbers a.4. estimate and/or calculate load and radius requirements a.5. identify SWL and WLL for appropriate crane size and type a.6. use mathematical processes, strategies and equipment required to estimate/calculate load shifting requirements
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulations, permit and licence requirements pertaining to mobile crane operation b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and limitations d. Risks and hazards involved in mobile crane operation and associated action that can be taken to eliminate or minimise the risk e. Workplace procedures concerning the estimation/calculation of load shifting requirements for a mobile crane f. Problems that may occur during a lift and associated action that can be taken to address the problems concerned g. Focus of operation of work systems and equipment h. Metric and where required, imperial measurement systems i. Ability to interpret permit/licence requirements in terms of height, weight and type of lift j. Ability to apply mathematical procedures including addition, subtraction, multiplication, division, percentages and fractions to the estimation of load shifting requirements k. Ability to read and interpret mathematical scales, digital readouts, specifications and customer or workplace instructions l. Ability to identify and correctly use equipment, processes and procedures m. Ability to plan own work including predicting consequences and identifying improvements

ESTIMATE/CALCULATE LOAD SHIFTING REQUIREMENTS FOR A MOBILE CRANE

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to estimate and/or calculate load shifting requirements for a mobile crane, and/or a.2. estimate and/or calculate load shifting requirements for mobile cranes in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. estimating load limits, weights and dimensions a.2. measuring size and weight of products a.3. adding, subtracting, dividing and multiplying using metric and imperial measures, fractions, decimals, time and whole numbers a.4. estimating and/or calculating load and radius requirements a.5. identifying SWL and WLL for appropriate crane size and type a.6. using mathematical processes, strategies and equipment required to estimate/calculate load shifting requirements b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile cranes b.2. OHS policies and procedures b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques b.4. workplace procedures and instructions b.5. relevant manufacturer's guidelines relating to the operation of the mobile crane concerned b.6. environmental protection procedures c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with manufacturer's instructions, regulatory requirements and company procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

ESTIMATE/CALCULATE LOAD SHIFTING REQUIREMENTS FOR A MOBILE CRANE

- | | |
|----------------------------------|---|
| <p>6. Context for assessment</p> | <ul style="list-style-type: none"> a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities b. Assessment of this unit must be undertaken by A Registered Training Organisation: <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation |
|----------------------------------|---|

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required by removal crew members to undertake initial removal surveys including the correct parking of a removal vehicle, the determination of access arrangements, the identification of potential hazards, the development of an appropriate removal plan prior to uplift, and completion of all relevant records.

ELEMENT	PERFORMANCE CRITERIA
1. Park vehicle	<ul style="list-style-type: none"> a. Vehicle is parked with due consideration of critical factors b. Plan for access to vehicle ensures minimisation of traffic wear on gardens and lawns, and avoidance of obstructions c. Potential hazards are identified and appropriate action is planned to minimise risk of injury and/or damage to items and equipment during removal activities
2. Define job requirements	<ul style="list-style-type: none"> a. Customer's needs and perception of job are clearly established through appropriate questioning and discussion based on removal consultant appraisal b. Initial inspection of total job is undertaken with customer and an appropriate loading sequence is ascertained c. Potential internal hazards are identified and appropriate action is planned to minimise risk or injury and/or damage to items, equipment or structure d. Special requirements are identified and negotiated with the customer e. Customer is appropriately advised of any pre-damaged or damage-risked items and appropriate documentation is completed f. Items unacceptable for removal are identified and the customer is appropriately informed
3. Complete records	<ul style="list-style-type: none"> a. Required records are updated accurately, legibly and promptly according to company procedures b. Records are checked to ensure they include all required information relevant to the job c. Changes to consultant's appraisal are confirmed with the office in accordance with company procedures

Range Of Variables

UNDERTAKE INITIAL REMOVAL SURVEY

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace procedures, the Operations Furniture Removalist Manual and relevant standards and certification requirements b. Work is normally performed under general supervision c. Work involves the application of standard furniture removals procedures when carrying out initial removal surveys across a variety of removal contexts d. Defined accountability and responsibility for self and others in achieving the required outcomes is involved
2. Worksite environment	<ul style="list-style-type: none"> a. Removal sites may include: <ul style="list-style-type: none"> a.1. domestic premises a.2. industrial premises a.3. commercial premises b. Customers may be internal and external c. Operations may be conducted by day or night and in a variety of weather conditions d. Critical factors when parking a removal vehicle may include: <ul style="list-style-type: none"> d.1. parking and traffic restrictions d.2. obstructions d.3. suitability of driveway (e.g. to support vehicle weight) e. Hazards may include: <ul style="list-style-type: none"> e.1. power and telephone lines, trees and landscaping e.2. driveway length and surface e.3. parking restrictions e.4. stairs and steps e.5. lawn sprinklers on automatic timers e.6. obstructions e.7. uneven or unstable ground e.8. door and passageway widths and tight internal corners e.9. low hanging light fittings and other fixture obstructions e.10. unfriendly pets f. Requirements for access may include: <ul style="list-style-type: none"> f.1. site restrictions and procedures f.2. personal protection equipment f.3. authorities and permits f.4. security arrangements at the site f.5. hours of operation f.6. removal duration f.7. additional gear and equipment f.8. communications equipment g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. customers g.2. other employees and supervisors g.3. management and other office personnel g.4. union representatives g.5. Occupational Health and Safety specialists g.6. other professional and technical staff and tradespeople

Range Of Variables (continued)

UNDERTAKE INITIAL REMOVAL SURVEY

<p>2. Worksite environment (continued)</p>	<p>h. Special requirements may include:</p> <ul style="list-style-type: none"> h.1. dismantling of items h.2. temporary removal of doors and fittings on site h.3. the use of tradespersons such as electricians, carpenters, cabinet makers, etc. <p>i. Communications may include:</p> <ul style="list-style-type: none"> i.1. fixed and mobile phones, radio, fax, laptop computer/Internet i.2. oral/aural communications i.3. written communications, including completing and signing documents <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures <p>k. Calculations may involve the basic use of a range of technology including:</p> <ul style="list-style-type: none"> k.1. manual techniques k.2. calculator k.3. computer
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Consultant's appraisal report b. Operations Furniture Removalist Manual c. Job specifications and procedures d. Manufacturers' specifications e. Workplace operating procedures and policies f. Customers' instructions g. Standards and certification requirements h. Quality assurance procedures i. Emergency procedures j. Job safety analysis k. Site plan
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority vehicle driver licence requirements a.2. relevant State/Territory traffic act and related regulations a.3. relevant State/Territory OHS legislation and regulations a.4. relevant State/Territory environmental protection legislation and regulations

UNDERTAKE INITIAL REMOVAL SURVEY

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. determine parking restrictions and hazards and take appropriate action a.2. interpret consultant's appraisal report a.3. meet arrival times and removal duration a.4. conduct appropriate customer liaison a.5. define removal job requirements and action plan a.6. fulfil OHS and environmental protection requirements a.7. complete records relevant to the initial removal survey
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant licence and traffic regulations of the relevant State/Territory road traffic authority b. Relevant OHS and environmental protection legislation and policies c. Furniture removal procedures and codes of practice d. Relevant agreements and legislation applicable to furniture removal e. Customer service requirements including language, courtesy, behaviour and problem solving f. Company work procedures g. Hazards that may be experienced on a removal job and related hazard control measures h. Items unsuitable for removal and the associated reasons i. Ability to estimate mass, volume and area and to quantify dimensions j. Ability to identify equipment used in removals and an understanding of its application and the procedures involved k. Ability to plan own work, including predicting consequences and identifying improvements l. Special requirements that may need to be addressed in a removal and the related procedures to be adopted m. Records and signed agreements that are completed during an initial removal survey and related procedures

Evidence Guide (continued)

UNDERTAKE INITIAL REMOVAL SURVEY

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to undertake a removal survey, and/or</p> <p>a.2. undertake removal surveys in a range of operational situations</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. determining parking restrictions and hazards and taking appropriate action</p> <p>a.2. interpreting consultant's appraisal report</p> <p>a.3. meeting arrival times and removal duration</p> <p>a.4. conducting appropriate customer liaison</p> <p>a.5. defining removal job requirements and action plan</p> <p>a.6. fulfilling OHS and environmental protection requirements</p> <p>a.7. completing records relevant to the initial removal survey</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. vehicle operation requirements of the relevant State/Territory road traffic authority</p> <p>b.2. codes of practice relevant to furniture removal</p> <p>b.3. OHS regulations and hazard prevention policies and procedures</p> <p>b.4. job procedures and work instructions</p> <p>b.5. relevant vehicle manufacturer's instructions relating to the operation of the removal vehicle</p> <p>b.6. environmental protection procedures when carrying out removals</p> <p>c. Action is taken promptly to report and/or rectify any identified removal problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to structures, equipment or removal items</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	3	3	1

TDTE1801A MAINTAIN FREIGHT RECORDS

Field E Communication and Calculation

DESCRIPTION:

This unit involves the skills and knowledge required to maintain freight records in accordance with workplace requirements including the recording of all freight receipts and freight despatch documentation in accordance with workplace procedures and relevant regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Record freight receipt	<ul style="list-style-type: none">a. Freight is identified and consignment/cartnote details are confirmedb. Documentation is appropriately actioned, following workplace procedures and legislative requirementsc. Dangerous goods are identified and appropriate documentation prepared and attached, following workplace procedures and legislative requirementsd. Freight information is recorded on workplace freight tracking systeme. Freight is directed for loading or storage as indicated by documentation
2. Record freight despatch	<ul style="list-style-type: none">a. Documentation for freight despatch is checked, verified and forwarded in accordance with workplace proceduresb. Loads not cleared due to incorrect documentation are appropriately processed, according to workplace procedures

Range Of Variables

MAINTAIN FREIGHT RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of freight records b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the maintenance of freight records as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Freight includes all forms of freight. Some freight may involve special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances. f. Freight documentation may include a range of data provided on paper and in electronic form relating to freight movement, including: <ul style="list-style-type: none"> f.1. cartnotes f.2. delivery noted f.3. internal documentation used for freight tracking f.4. special clearances f.5. consignment notes f.6. dangerous goods certificates and declarations f.7. authorised weighbridge certificates f.8. list of contents g. Freight tracking system includes manual and computer-based tracking systems h. Hazards in the work area may include: <ul style="list-style-type: none"> h.1. exposure to chemicals h.2. exposure to dangerous or hazardous substances h.3. movements of equipment, goods, materials and vehicular traffic i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, customers and clients i.3. drivers and agents i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists i.7. other maintenance, professional or technical staff

Range Of Variables (continued)

MAINTAIN FREIGHT RECORDS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.3. internal documentation used for freight tracking a.4. codes of practice and regulations relevant to the receiving of goods a.5. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances a.6. operations manuals, job specifications and induction documentation a.7. manufacturer's specifications for equipment a.8. workplace procedures and policies a.9. supplier and/or client instructions a.10. dangerous goods declarations and material safety data sheets (where applicable) a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. relevant Australian standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

MAINTAIN FREIGHT RECORDS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for the maintenance of freight recordsa.2. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. privacy legislationa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. marine ordersa.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

MAINTAIN FREIGHT RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. read and interpret freight documentation a.2. enter freight information correctly a.3. follow company procedures for assessing clearing freight a.4. follow workplace procedures for dealing with freight without documentation a.5. identify and handle dangerous goods appropriately a.6. use the workplace's freight tracking system a.7. locate, interpret and apply relevant information a.8. convey information in written and oral form a.9. maintain workplace records
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the maintenance of freight records, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the international codes and regulations relevant to the maintenance of freight records d. Focus of operation of work systems, equipment, management and site operating systems for the maintenance of freight records e. Problems that may occur when maintaining freight records and appropriate action that can be taken to resolve the problems f. Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances g. Documentation requirements for the maintenance of freight records including workplace freight tracking system h. Housekeeping standards procedures required in the workplace i. Freight transport timetables, yard/terminal facilities, and site layout j. Ability to: <ul style="list-style-type: none"> j.1. select and use relevant computer/communication/office equipment when maintaining freight records j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. solve problems that arise when maintaining freight records j.4. read and interpret instructions, procedures and information relevant to the maintenance of freight records j.5. communicate effectively with others j.6. use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

MAINTAIN FREIGHT RECORDS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain freight records, and/ora.2. maintain freight records in accordance with relevant regulatory requirements in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. reading and interpreting freight documentationa.2. entering freight information correctlya.3. following workplace procedures for assessing clearing freighta.4. following workplace procedures for dealing with freight without documentationa.5. identifying and handling dangerous goods appropriatelya.6. using the workplace's freight tracking systema.7. locating, interpreting and applying relevant informationa.8. conveying information in written and oral forma.9. maintaining workplace recordsb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to freight recordsb.2. Australian and international regulations and codes of practice for the transport of dangerous goods, explosives and hazardous substancesb.3. OHS regulations and hazard prevention policies and proceduresb.4. workplace procedures and work instructions concerning the maintenance of freight records (including housekeeping and security procedures)b.5. manufacturer's instructions for the use of equipmentb.6. procedures for the use of personal protection equipmentb.7. obtaining assistance from other team members when requiredb.8. customer service and quality assurance procedures and policiesb.9. environmental protection proceduresc. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the maintenance of freight records in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

MAINTAIN FREIGHT RECORDS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	2	1	1	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to follow and apply OHS procedures when carrying out work activities, including identifying and following workplace procedures for hazard identification and risk control, contributing to arrangements for the management of occupational health and safety, and completing occupational health and safety records.

This unit covers National Occupational Health and Safety Commission Generic Competency A.

ELEMENT	PERFORMANCE CRITERIA
1. Follow workplace procedures for hazard identification and risk control	<ul style="list-style-type: none"> a. Workplace procedures for dealing with accidents, fire and emergencies are known and followed b. Workplace procedures for OHS and related work instructions for controlling risks in a workplace are accurately followed c. Hazards in the workplace are identified and appropriate action is taken to report them and to minimise or eliminate risk to personnel, workplace and the environment d. Safety regulations and established workplace safety and hazard control practices and procedures are obtained, interpreted and applied to day-to-day work activities e. Where relevant, procedures and precautions necessary for entry into confined spaces in the workplace are correctly followed f. Personal protection clothing and equipment is correctly used in accordance with established safety practices and procedures g. Established emergency and contingency plans are followed in the event of an emergency
2. Contribute to arrangements for the management of occupational health and safety	<ul style="list-style-type: none"> a. OHS issues and identified safety hazards are raised with designated personnel in accordance with workplace procedures and relevant OHS legislation b. Contributions to OHS management in the workplace are made in accordance with workplace procedures and provisions of relevant legislation c. OHS issues are raised with designated personnel in accordance with workplace procedures and relevant OHS legislation d. Participative arrangements for OHS management in the workplace are contributed to within workplace procedures and scope of responsibilities and competencies
3. Complete occupational health and safety records	<ul style="list-style-type: none"> a. OHS records for self are completed in accordance with workplace requirements b. OHS records and legal requirements for the maintenance of records of occupational injury and diseases are followed

Range Of Variables

FOLLOW OHS PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant OHS regulations and procedures b. Work is performed under some supervision generally within a team environment c. Work involves the application of the established OHS and hazard minimisation principles and procedures to the conduct of workplace activities
2. Worksite environment	<ul style="list-style-type: none"> a. The shifting operations may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Workplace hazards may include: <ul style="list-style-type: none"> e.1. chemicals and other harmful substances e.2. movements of equipment, goods, vehicles e.3. toxic substances e.4. damaged packing material and containers e.5. broken and damaged equipment e.6. inflammable materials and fire hazards e.7. lifting practices e.8. waste management and disposal e.9. extremes in weather conditions e.10. lighting levels e.11. floor surfaces e.12. water hazards e.13. traffic flows, vehicle and equipment operation e.14. a range of storage areas f. Personnel in the work area may include: <ul style="list-style-type: none"> f.1. workplace personnel f.2. site visitors f.3. OHS specialists f.4. union representatives f.5. contractors f.6. official representatives g. Participative arrangements may include: <ul style="list-style-type: none"> g.1. formal and informal meetings which deal with OHS issues g.2. workplace OHS committees g.3. other committees, for example, consultative, planning and purchasing g.4. OHS representatives g.5. suggestions, requests, reports and concerns put forward by staff

Range Of Variables (continued)

FOLLOW OHS PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Communication in the work area may include:</p> <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange h.3. fax h.4. e-mail h.5. Internet h.6. radio <p>i. Designated personnel may include:</p> <ul style="list-style-type: none"> i.1. workplace personnel i.2. supervisors i.3. team leaders i.4. management i.5. occupational health and safety personnel i.6. other persons authorised or nominated by the organisation <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. OHS regulations a.2. workplace OHS procedures and policies a.3. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.4. ADG Code and material safety data sheets (where relevant) a.5. policies and procedures for entry and work in confined spaces a.6. manufacturer's instructions concerning the use and servicing of equipment a.7. supplier and/or client instructions a.8. emergency procedures a.9. regulations and policies concerning noise, smoking, work station ergonomics and other critical OHS issues a.10. goods identification numbers and codes a.11. manifests, bar codes, goods and container identification a.12. relevant legislation, regulations and related documentation a.13. award, enterprise bargaining agreement, other industrial arrangements a.14. standards and certification requirements a.15. quality assurance procedures

Range Of Variables (continued)

FOLLOW OHS PROCEDURES

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant State/Territory OHS legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc.a.2. general duty of care under OHS legislationa.3. workplace relations regulationsa.4. workers compensation regulationsa.5. dangerous goods regulations

FOLLOW OHS PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. identify and follow workplace procedures for hazard identification and risk control a.3. contribute to arrangements for the management of OHS in the workplace a.4. complete OHS records as required a.5. communicate effectively with others on workplace safety matters a.6. convey information in written and oral form a.7. maintain workplace records a.8. use workplace colloquial and technical language and communication technologies in the workplace context a.9. follow the requirements of relevant legislation and related Codes of Practice in relation to individual obligations for duty of care
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS and procedures and guidelines b. Risks when using manually-operated equipment to shift loads and related precautions to control the risk c. Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents d. Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems e. Signs and signals used for OHS warnings f. Terms used in material safety data sheets (where relevant) g. HAZCHEM symbols and implications for safe work and storage h. Storage and use of hazardous substances i. Handling of broken or damaged equipment j. Manual and mechanically assisted lifting and load shifting procedures k. Transport requirement for goods within workplace l. Emergency and evacuation procedures m. Housekeeping standards procedures required in the workplace n. Site layout and obstacles o. Ability to obtain and use relevant safety-related information including safety labels, instructions for safe work, relevant material safety data sheets, workplace procedures and codes of practice p. Ability to use personal protection equipment q. Ability to read and comprehend simple statements in English r. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels s. Ability to estimate the size shape and special requirements of loads

Evidence Guide (continued)

FOLLOW OHS PROCEDURES

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to follow OHS procedures in the completion of work activities, and/or</p> <p>a.2. follow OHS procedures when completing workplace tasks in an appropriate range of operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. locating, interpreting and applying relevant information</p> <p>a.2. identifying and following workplace procedures for hazard identification and risk control</p> <p>a.3. contributing to OHS arrangements in the workplace</p> <p>a.4. completing OHS records as required</p> <p>a.5. communicating effectively with others on OHS matters</p> <p>a.6. maintaining workplace records</p> <p>a.7. using workplace colloquial and technical language and communication technologies in the workplace context</p> <p>a.8. following the requirements of relevant legislation and related Codes of Practice in relation to individual obligations for duty of care</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. OHS regulations and hazard prevention policies and procedures</p> <p>b.2. use of personal protection equipment appropriate to the task</p> <p>b.3. checking and maintenance of equipment prior to use</p> <p>b.4. emergency procedures</p> <p>b.5. obtaining assistance from other team members when required</p> <p>b.6. housekeeping procedures</p> <p>c. Action is taken promptly to report and/or rectify any safety hazards and incidents in accordance with OHS requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to conduct housekeeping activities in the workplace, including identifying required housekeeping requirements, procedures and resources for different areas of the workplace, monitoring and maintaining cleanliness and tidiness in the workplace, and completing assigned housekeeping tasks.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify the housekeeping requirements, procedures, and resources of different areas of the workplace</p>	<ul style="list-style-type: none"> a. Workplace procedures for housekeeping are identified b. Equipment and consumables are selected in accordance with work area requirements c. Specific requirements for housekeeping activities in different parts of the employees' work area are identified and followed d. Requirements for the minor disassembly/reassembly of storage zones are identified (where applicable)
<p>2. Monitor and maintain cleanliness and tidiness in the workplace</p>	<ul style="list-style-type: none"> a. Initiative is used to continuously monitor the cleanliness and tidiness of the worksites used by the employees b. Housekeeping issues are raised with designated personnel in accordance with workplace procedures c. Housekeeping equipment and supplies are maintained and stored
<p>3. Complete assigned housekeeping duties</p>	<ul style="list-style-type: none"> a. Assigned housekeeping duties are conducted following workplace procedures and ensuring that waste is removed b. Maintenance requirements of any damaged items are notified to appropriate personnel c. Minor disassembly/reassembly of storage zones is conducted within enterprise policies and procedures d. Schedules and records for housekeeping duties are maintained e. Work areas are checked and meet required workplace standards f. Work is carried out following enterprise practices and safe work procedures

Range Of Variables

CONDUCT HOUSEKEEPING ACTIVITIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace housekeeping procedures b. Work is performed under some supervision generally within a team environment c. Work involves the application of the basic safety principles to the completion of housekeeping tasks as part of workplace operations
2. Worksite environment	<ul style="list-style-type: none"> a. The housekeeping tasks may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites in the transport, warehousing, distribution and/or storage industries d. Work may be conducted in: <ul style="list-style-type: none"> d.1. tight or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Housekeeping duties may include: <ul style="list-style-type: none"> e.1. cleaning e.2. returning goods or equipment to storage e.3. repacking e.4. waste removal e.5. maintenance f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. chemicals f.2. dangerous or hazardous substances f.3. movements of equipment, goods and materials g. Personnel in the work area may include: <ul style="list-style-type: none"> g.1. workplace personnel g.2. site visitors g.3. contractors g.4. official representatives h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures i. Depending on workplace context, personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. high visibility clothing

Range Of Variables (continued)

CONDUCT HOUSEKEEPING ACTIVITIES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. OHS and environmental protection regulations a.2. workplace housekeeping procedures and policies a.3. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.4. material safety data sheets a.5. policies and procedures for entry and work in confined spaces a.6. manufacturer's instructions concerning the use and servicing of equipment a.7. supplier and/or client instructions a.8. emergency procedures a.9. regulations and policies concerning noise, smoking, work station ergonomics and other critical OHS issues a.10. goods identification numbers and codes a.11. manifests, bar codes, goods and container identification a.12. relevant legislation, regulations and related documentation a.13. award, enterprise bargaining agreement, other industrial arrangements a.14. standards and certification requirements a.15. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory OHS legislation a.2. relevant State/Territory environmental protection legislation a.3. workplace relations regulations a.4. dangerous goods and air freight regulations

CONDUCT HOUSEKEEPING ACTIVITIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow housekeeping procedures for different work areas a.2. use relevant tools and equipment a.3. safely handle solvent (organic and inorganic) cleaning products, steam and pressure equipment a.4. use workplace colloquial and technical language and communication technologies in the workplace context a.5. dispose of waste materials including segregation of particular wastes and specialist requirements a.6. apply principles of reduction, re-use, recycle, recover and appropriate repair/replace decision making processes a.7. interpret reasons for maintaining clean and tidy worksites, the tagging of unserviceable tools and equipment and following housekeeping and maintenance schedules a.8. complete housekeeping inspection requirements a.9. maintain workplace records
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS and procedures and guidelines concerning housekeeping operations b. Workplace procedures and policies for the carrying out housekeeping tasks in the workplace c. Risks when carrying out housekeeping tasks and related precautions to control the risk d. Housekeeping standards required in the workplace e. Site layout and obstacles f. Application of relevant industrial regulations and requirements g. Maintenance procedures for housekeeping equipment h. Ability to modify activities dependant on differing workplace contexts, risk situations and environments i. Ability to read and comprehend simple statements in English j. Ability to identify and correctly use housekeeping equipment, processes and procedures k. Ability to follow routine maintenance procedures for housekeeping equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out housekeeping activities in a workplace, and/or a.2. carry out housekeeping activities in an appropriate range of operational situations

Evidence Guide (continued)

CONDUCT HOUSEKEEPING ACTIVITIES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. following housekeeping procedures for different work areas a.2. using relevant tools and equipment a.3. safely handling solvent (organic and inorganic) cleaning products, steam and pressure equipment a.4. disposing of waste materials including segregation of particular wastes and specialist requirements a.5. applying principles of reduction, re-use, recycle, recover and appropriate repair/replace decision making processes a.6. interpreting reasons for maintaining clean and tidy worksites, the tagging of unserviceable tools and equipment and following housekeeping and maintenance schedules a.7. completing housekeeping inspection requirements a.8. maintaining required workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. OHS regulations and hazard prevention policies and procedures b.2. workplace housekeeping procedures and instructions b.3. obtaining assistance from other team members when required b.4. environmental protection procedures when shifting materials <p>c. Action is taken promptly to report and/or rectify any potential difficulties in housekeeping activities in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to implement and monitor OHS procedures, including accessing information about OHS and the workplace policies and procedures, implementing and monitoring procedures for identifying and assessing hazards, implementing and monitoring/auditing procedures for controlling risks, planning and supervising housekeeping arrangements, and implementing and monitoring procedures for dealing with hazardous events.

ELEMENT	PERFORMANCE CRITERIA
1. Access information about OHS and the workplace policies and procedures	<ul style="list-style-type: none"> a. Relevant provisions of occupational health and safety legislation and codes of practice are accurately followed b. Information on workplace occupational health and safety policies, procedures and programs is stored in a readily accessible location and manner c. Information is accurately and clearly explained to the work team d. Information about the outcomes of risk identification and control procedures is provided to appropriate personnel
2. Implement and monitor procedures for identifying and assessing hazards	<ul style="list-style-type: none"> a. Existing and potential hazards in the work area are identified and reported b. Identified hazards are assessed in relation to relative risk c. Appropriate action is initiated to minimise and control the risks/hazards
3. Implement and monitor procedures for controlling risks	<ul style="list-style-type: none"> a. Existing risk control measures are implemented, monitored and reviewed b. Work procedures to control risks are implemented and adherence to them by the work group is monitored c. Required improvements to existing risk control measures are identified, including required resources for implementation, and reported to appropriate personnel d. Procedures for monitoring and controlling risks provide for a hierarchy of control
4. Plan and supervise housekeeping arrangements	<ul style="list-style-type: none"> a. Housekeeping tasks are identified and incorporated in enterprise work roles b. Housekeeping equipment is maintained c. Team members are allocated housekeeping tasks and supervised d. Housekeeping procedures and practices are planned to conform with environmental and occupational health and safety requirements

- 5. **Implement and monitor procedures for dealing with hazardous events**
 - a. Workplace procedures for dealing with hazardous events are implemented whenever necessary to ensure that prompt control action is taken
 - b. Hazardous events are investigated to identify causes
 - c. Control measures are implemented to prevent recurrence and minimise risks of hazardous events or issues and are referred to designated personnel for implementation

Range Of Variables

IMPLEMENT AND MONITOR OHS PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant OHS regulations and procedures b. Work is performed under some supervision generally within a team environment c. Work involves the implementation and monitoring of established OHS and hazard minimisation policies and procedures in workplace activities
2. Worksite environment	<ul style="list-style-type: none"> a. The implementation and monitoring of OHS within work operations may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Workplace hazards may include: <ul style="list-style-type: none"> e.1. chemicals and other harmful substances e.2. movements of equipment, goods, vehicles e.3. toxic substances e.4. damaged packing material and containers e.5. broken and damaged equipment e.6. inflammable materials and fire hazards e.7. lifting practices e.8. waste management and disposal e.9. extremes in weather conditions e.10. lighting levels e.11. floor surfaces e.12. water hazards e.13. traffic flows, vehicle and equipment operation e.14. dangerous storage areas e.15. violent incidents such as armed robberies f. Responsibilities in the implementation/monitoring of OHS may include: <ul style="list-style-type: none"> f.1. provision of OHS information to staff f.2. consultation and participation in meetings on OHS matters f.3. emergency procedures and response f.4. housekeeping f.5. identifying and minimising workplace hazards f.6. assessing and controlling OHS risks f.7. OHS training and assessment f.8. use of personal protection equipment f.9. keeping of OHS records f.10. reporting of OHS issues and incidents f.11. resolution of OHS issues f.12. checking work area and/or equipment before and during work f.13. participation in OHS audits and workplace inspections

Range Of Variables (continued)

IMPLEMENT AND MONITOR OHS PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Controlling OHS risks may include</p> <ul style="list-style-type: none"> g.1. measures to remove the cause of a risk at its source g.2. consultation with workers and their representatives g.3. application of the hierarchy of control, namely: <ul style="list-style-type: none"> g.3.1. elimination of the risk g.3.2. engineering controls g.3.3. administrative controls g.3.4. personal protective equipment <p>h. Procedures for dealing with hazardous events may include:</p> <ul style="list-style-type: none"> h.1. evacuation h.2. chemical containment h.3. first aid h.4. accident/safety incident reporting and investigation. <p>i. OHS training may include:</p> <ul style="list-style-type: none"> i.1. induction training i.2. specific hazard training i.3. specific task or equipment training i.4. emergency and evacuation training i.5. training as part of broader programs, for example equipment operation <p>j. OHS records may include:</p> <ul style="list-style-type: none"> j.1. OHS audits and inspection reports j.2. health surveillance and workplace environmental monitoring records j.3. records of instruction and training j.4. manufacturers' and suppliers' information, including material safety data sheets and dangerous goods storage lists j.5. hazardous substances registers j.6. maintenance and testing reports j.7. workers compensation and rehabilitation records j.8. first aid/medical post records. <p>k. Personnel in the work area may include:</p> <ul style="list-style-type: none"> k.1. workplace personnel and management k.2. site visitors k.3. OHS specialists k.4. union representatives k.5. contractors k.6. official OHS representatives <p>l. Personal protection equipment may include:</p> <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing <p>m. Participative arrangements may include:</p> <ul style="list-style-type: none"> m.1. formal and informal meetings which deal with OHS issues m.2. workplace OHS committees m.3. other committees, for example, consultative, planning and purchasing m.4. OHS representatives m.5. suggestions, requests, reports and concerns put forward by staff

Range Of Variables (continued)

IMPLEMENT AND MONITOR OHS PROCEDURES

<p>2. Worksite environment (continued)</p>	<p>n. Designated personnel may include:</p> <ul style="list-style-type: none"> n.1. workplace personnel n.2. supervisors n.3. team leaders n.4. management n.5. occupational health and safety personnel n.6. other persons authorised or nominated by the organisation <p>o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. OHS regulations, responsibilities and obligations a.2. workplace OHS procedures and policies a.3. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.4. material safety data sheets a.5. policies and procedures for entry and work in confined spaces a.6. manufacturer's instructions concerning the use and servicing of equipment a.7. supplier and/or client instructions a.8. emergency procedures a.9. regulations and policies concerning noise, smoking, work station ergonomics and other critical OHS issues a.10. goods identification numbers and codes a.11. manifests, bar codes, goods and container identification a.12. relevant legislation, regulations and related documentation a.13. award, enterprise bargaining agreement, other industrial arrangements a.14. standards and certification requirements a.15. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory OHS legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc. a.2. general duty of care under OHS legislation a.3. workplace relations regulations a.4. workers compensation regulations a.5. dangerous goods regulations

IMPLEMENT AND MONITOR OHS PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. access information about OHS and the workplace policies and procedures a.2. implement and monitor procedures for identifying and assessing hazards a.3. implement and monitor procedures for controlling risks a.4. plan and supervise housekeeping arrangements a.5. implement and monitor procedures for dealing with hazardous events a.6. consult and communicate effectively with others on OHS matters a.7. convey information in written and oral form a.8. maintain workplace OHS records a.9. use workplace colloquial and technical language and communication technologies in the workplace context a.10. follow the requirements of relevant OHS legislation and related codes of practice in relation to obligations of managers and staff for duty of care
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS and procedures and guidelines b. Risks when using manually-operated equipment to shift loads and related precautions to control the risk c. Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents d. Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems e. Signs and signals used for OHS warnings f. Terms used in material safety data sheets g. HAZCHEM symbols and implications for safe work and storage h. Storage and use of hazardous substances i. Storage and use of flammable materials j. Handling of broken or damaged equipment k. Manual and mechanically assisted lifting and load shifting procedures l. Transport requirement for goods within workplace m. Emergency and evacuation procedures n. Housekeeping standards procedures required in the workplace o. Site layout and obstacles p. Ability to obtain and use relevant safety-related information including safety labels, instructions for safe work, relevant material safety data sheets, workplace procedures and codes of practice

Evidence Guide (continued)

IMPLEMENT AND MONITOR OHS PROCEDURES

<p>3. Required knowledge and skills (continued)</p>	<p>q. Ability to read and comprehend simple statements in English</p> <p>r. Ability to identify containers and goods coding, IMDG markings and, where applicable, emergency information panels</p> <p>s. Ability to estimate the size shape and special requirements of loads</p> <p>t. Ability to select and use personal protection equipment relevant to the tasks involved</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to implement and monitor OHS procedures in a workplace, and/or</p> <p>a.2. implement and monitor OHS procedures in an appropriate range of operational workplace contexts</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. accessing information about OHS and the workplace policies and procedures</p> <p>a.2. implementing and monitoring procedures for identifying and assessing hazards</p> <p>a.3. implementing and monitoring procedures for controlling risks</p> <p>a.4. planning and supervising housekeeping arrangements</p> <p>a.5. implementing and monitoring procedures for dealing with hazardous events</p> <p>a.6. consulting and communicating effectively with others on OHS matters</p> <p>a.7. conveying information in written and oral form</p> <p>a.8. maintaining workplace OHS records</p> <p>a.9. using workplace colloquial and technical language and communication technologies in the workplace context</p> <p>a.10. implementing and monitoring the requirements of relevant OHS legislation and related codes of practice in relation to obligations for duty of care</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. OHS regulations and hazard prevention policies and procedures</p> <p>b.2. implementing OHS policies and procedures</p> <p>b.3. monitoring and auditing of the implementation of OHS policies and procedures</p> <p>b.4. ensuring the checking and maintenance of equipment prior to use</p> <p>b.5. emergency procedures</p> <p>b.6. negotiating with staff, contractors and others to implement OHS procedures</p> <p>b.7. coordinating housekeeping procedures</p> <p>c. Action is taken promptly to report and/or rectify any safety hazards and incidents in accordance with OHS requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

IMPLEMENT AND MONITOR OHS PROCEDURES

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to apply accident emergency procedures, including responding to an incident, controlling and assisting at an accident or emergency site, finalising accident-emergency processes, and completing records, reports and other required documentation in accordance with regulatory requirements and workplace procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Respond to the incident	<ul style="list-style-type: none"> a. Response to the incident or accident is in accordance with workplace emergency procedures and relevant regulatory requirements b. Details of the cause(s) and effects of the incident are identified and reported c. Assistance requirements for accidents and emergencies are clarified and reported immediately to the appropriate parties d. Requests for assistance are made to relevant personnel and emergency services
2. Control and assist at accident or emergency site	<ul style="list-style-type: none"> a. Site is controlled and protected until the arrival of authorised personnel b. Assistance is provided to injured persons, within the limitations of duty of care and workplace procedures c. Relevant authorities at the site are cooperated with and assisted within workplace policies
3. Finalise accident – emergency process and complete records	<ul style="list-style-type: none"> a. Relevant information is exchanged in accordance with State/Territory law and workplace procedures b. Documentation and reports are completed and processed in accordance with workplace and relevant regulatory requirements

Range Of Variables

APPLY ACCIDENT-EMERGENCY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with OHS codes/regulations and workplace requirements b. Work is performed under limited supervision c. Work involves the application of regulatory requirements and workplace procedures when responding to accident/emergencies in the workplace
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. even or uneven surfaces d.5. wet or dry surfaces e. Workplace hazards may include but are not restricted to: <ul style="list-style-type: none"> e.1. moving heavy loads in an unsafe work environment e.2. unsecured machinery, components or repaired equipment e.3. slippery floors e.4. welding equipment e.5. sharp tools and implements e.6. power tools e.7. moving and rotating machinery e.8. flammable liquids, vapours and fuel e.9. faulty machinery equipment handling equipment and lifting gear e.10. using equipment beyond safe working limits e.11. poor housekeeping procedures e.12. non-compliance with safe working procedures e.13. electrical wiring and systems, including exposed electrical circuits e.14. working at heights and in confined spaces e.15. toxic gases and substances e.16. chemicals and other harmful substances e.17. damaged goods, pallets and containers e.18. dangerous/hazardous goods f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. OHS specialists f.2. trainers f.3. other employees and supervisors f.4. management f.5. union representatives f.6. manufacturers' representatives f.7. supplier representatives f.8. customers/clients f.9. other maintenance, professional or technical staff

Range Of Variables (continued)

APPLY ACCIDENT-EMERGENCY PROCEDURES

VARIABLE	SCOPE
2. Worksite environment (continued)	g. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> g.1. company plans/procedures g.2. enterprise plans/procedures g.3. organisational plans/procedures g.4. established plans/procedures
3. Sources of information/documents	a. Information/documentation may include: <ul style="list-style-type: none"> a.1. workplace accident-emergency procedures and policies a.2. workplace OHS management system including hazard/safety risk control strategies a.3. OHS training notes and materials a.4. journals and work related literature concerning OHS a.5. competency standards a.6. customer/client instructions a.7. customer service standards and procedures a.8. workplace products and services information a.9. quality assurance standards and procedures a.10. relevant agreements, codes of practice including the national standards for services and operations a.11. manufacturers'/suppliers' specifications, advice, recommended procedures, policies and instructions a.12. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.13. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.14. emergency procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. hazardous substances and dangerous goods codes a.3. relevant Australian and State/Territory OHS legislation including regulations and codes of practice relating to hazards present in the workplace or industry, including: <ul style="list-style-type: none"> a.3.1. general duty of care under OHS legislation and common law a.3.2. requirements for the maintenance and confidentiality of records of occupational injury and disease a.3.3. requirements for provision of OHS information and training a.3.4. provisions relating to health and safety representatives and/or OHS committees a.3.5. provisions relating to OHS issue resolution a.4. environmental protection regulations a.5. relevant Australian standards and certification requirements including Australian Standard AS1885.1

APPLY ACCIDENT-EMERGENCY PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. interpret and use information about accident-emergency policies and procedures and duty of care responsibilities a.2. respond to an incident a.3. control and assist at accident or emergency site a.4. provide first aid within requirements of State/Territory legislation and limits of responsibility a.5. finalise accident-emergency process and complete records a.6. follow workplace requirements for reporting of incidents, accidents and potential risks, maintenance and confidentiality of records
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements applicable in accident/emergency situations b. Relevant OHS and environmental protection policies and procedures c. Workplace procedures for accident-emergency response d. Workplace emergency, fire and accident procedures e. Site layout f. Focus of operation of work systems, equipment or management, site and organisational operating and emergency procedures g. Typical problems that can occur during a safety incident, accident or emergency and related action that can be taken h. Ability to analyse the working environment in order to identify hazards, assess safety risks and design and implement appropriate OHS control procedures i. Ability to work collaboratively with others j. Ability to negotiate and resolve issues k. Ability to select and appropriately apply technology, information systems and policies during a safety incident, accident or emergency l. Ability to provide first aid within limits of responsibility m. Ability to modify activities depending on differing workplace contexts, risk situations and environments

Evidence Guide (continued)

APPLY ACCIDENT-EMERGENCY PROCEDURES

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply accident-emergency procedures in a workplace, and/or</p> <p>a.2. apply workplace accident-emergency procedures in appropriate simulated or actual workplace contexts</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. interpreting and using information about accident-emergency policies and procedures and duty of care responsibilities</p> <p>a.2. responding to an incident</p> <p>a.3. controlling and assisting at an accident or emergency site</p> <p>a.4. providing first aid within limits of responsibility</p> <p>a.5. finalising accident-emergency process and complete records</p> <p>a.6. following workplace requirements for reporting of incidents, accidents and potential risks, maintenance and confidentiality of records</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. OHS regulations and hazard prevention policies and procedures</p> <p>b.2. workplace procedures related to accident-emergency response</p> <p>b.3. requirements for the reporting of incidents, accidents and emergencies</p> <p>b.4. the use of personal protective clothing and equipment</p> <p>b.5. issue resolution procedures</p> <p>b.6. relevant guidelines relating to the safety of equipment in the workplace</p> <p>c. Action is taken promptly to report and/or respond to an incident, accident and/or emergency in accordance with regulatory and workplace requirements</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	3

TDTF797B **IMPLEMENT AND COORDINATE ACCIDENT-EMERGENCY PROCEDURES**

Field F Occupational Health and Safety

DESCRIPTION:

This unit involves the skills and knowledge required to implement and coordinate accident-emergency procedures, including responding to the incident, conducting on-site activities, and completing follow-up actions.

ELEMENT	PERFORMANCE CRITERIA
1. Respond to the incident	<ul style="list-style-type: none"> a. Details of incidents, accidents and emergencies are received, analysed and confirmed b. Immediate coordination requirements are identified and actioned in accordance with organisation procedures c. Travel to the incident site is by the shortest, fastest, legal means and routes
2. Coordinate on-site activities	<ul style="list-style-type: none"> a. Control of site activities is assumed on arrival and the operator and other authorities present are informed of this action b. Assistance is provided to clients and operators within the limitations of duty of care and organisation requirements c. Details of personnel, including names and nature of injuries, are notified to relevant personnel, following enterprise procedures d. Assistance is provided to relevant authorities within legal and policy limitations
3. Complete follow-up actions	<ul style="list-style-type: none"> a. Details of affected personnel, including names, nature of injuries and follow-up treatments are notified to next-of-kin in accordance with organisation procedures b. Incidents resulting in a near miss, accident or emergency are investigated and a report, including recommendations, is completed in accordance with enterprise policies and procedures c. Accident procedures and emergency plans are reviewed for effectiveness and recommendations for changes are prepared and submitted to appropriate persons

Range Of Variables

IMPLEMENT AND COORDINATE ACCIDENT-EMERGENCY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace procedures concerning action to be taken in the event of an emergency, fire or accident b. Work is performed under some supervision generally within a team environment c. Work involves the application of the basic emergency response principles to the implementation of accident-emergency procedures including the provision of assistance ranging from simple injuries to the application of life support systems
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Action to be taken in the event of an accident-emergency may include: <ul style="list-style-type: none"> e.1. identifying and following established emergency procedures e.2. assessing the nature and extent of the emergency e.3. rendering assistance and first aid e.4. isolating and coordinating safety of the scene e.5. alerting relevant organisational personnel and emergency services e.6. recording relevant information and reporting on accident/emergency situation in accordance with regulatory and workplace requirements f. Emergency equipment may include: <ul style="list-style-type: none"> f.1. first aid kit f.2. fire extinguishers f.3. fire hose f.4. fire blanket f.5. resuscitation equipment g. Hazards in the work area may include: <ul style="list-style-type: none"> g.1. exposure to chemicals g.2. exposure to dangerous or hazardous substances g.3. movements of equipment, goods and materials g.4. accidents involving chemicals, toxic substances and other harmful substances g.5. accidents involving equipment and vehicles g.6. explosion and/or fire g.7. personal accidents including lifting injuries g.8. waste management and disposal g.9. violent incidents such as armed robberies

Range Of Variables (continued)

IMPLEMENT AND COORDINATE ACCIDENT-EMERGENCY PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Consultative processes may include:</p> <ul style="list-style-type: none"> h.1. workplace personnel and management h.2. designated workplace emergency officers h.3. emergency services personnel including ambulance, police, fire services, etc. h.4. union representatives h.5. industrial relations and OHS specialists h.6. other professional or technical staff h.7. site visitors h.8. contractors h.9. official representatives <p>i. Communication in the work area may include:</p> <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange i.3. fax i.4. e-mail i.5. internet i.6. radio i.7. oral, aural or signed communications <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing j.6. breathing apparatus <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures

Range Of Variables (continued)

IMPLEMENT AND COORDINATE ACCIDENT-EMERGENCY PROCEDURES

3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none">a.1. workplace emergency/fire/accident proceduresa.2. workplace procedures for the use of emergency equipment and personal protection equipmenta.3. first aid instructions and proceduresa.4. manufacturer's instructions concerning the use and servicing of equipmenta.5. manifests, bar codes, goods and container identification goods identification numbers and codesa.6. material safety data sheetsa.7. codes of practice including the Dangerous Goods Codea.8. IMDG code markings, HAZCHEM codes and where applicable emergency information panelsa.9. relevant legislation, regulations and related documentation related to emergency response situationsa.10. award, enterprise bargaining agreement, other industrial arrangementsa.11. relevant Australian standards and certification requirementsa.12. quality assurance proceduresa.13. supplier and/or client advice on the hazards involved with goods or cargo
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none">a.1. relevant State/Territory OHS legislationa.2. relevant State/Territory environmental protection legislationa.3. emergency procedures regulationsa.4. dangerous goods and hazardous goods regulationsa.5. relevant Australian standards and certification including Australian Standard AS 2865 – 'Safe Working in a Confined Space Code'a.6. workplace relations regulationsa.7. workers compensation regulations

IMPLEMENT AND COORDINATE ACCIDENT-EMERGENCY PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. respond to an accident/emergency and assess appropriate, prompt actions a.2. locate, interpret and apply relevant information a.3. comply with organisational procedures, admission of liability policy, legal and coordination requirements a.4. isolate and coordinate safety of the scene a.5. render assistance and exert personal control at the scene a.6. exercise self control a.7. investigate and report on accident/emergency situation a.8. resolve coordination issues with other organisations and operators
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS and other regulatory codes, procedures and guidelines concerning response to accidents and emergencies b. Risks and hazards in the workplace and related precautions to control the risk c. Workplace procedures and policies for responding to accident/emergency situations including first aid procedures d. Types of accidents and emergencies that can occur in a workplace and the appropriate action to be taken in each case e. Types of emergency equipment in the workplace and instructions for its use f. Site layout and obstacles g. Means to control and organise the accident scene, provide practical assistance and cooperate with others at the scene h. Focus of operation of work systems, equipment, management and site operating systems i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels l. Ability to identify, select and use emergency equipment, processes and procedures
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to implement accident-emergency procedures in a workplace, and/or a.2. implement accident-emergency procedures in an appropriate range of accident-emergency situations

IMPLEMENT AND COORDINATE ACCIDENT-EMERGENCY PROCEDURES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. responding to an accident/emergency and assessing appropriate, prompt actions a.2. locating, interpreting and applying relevant information a.3. complying with organisational procedures, admission of liability policy, legal and coordination requirements a.4. isolating and coordinating safety of the scene a.5. rendering assistance and exerting personal control at the scene a.6. exercising self control a.7. investigating and reporting on accident/emergency situation a.8. resolving coordination issues with other organisations and operators <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes, regulations and hazard prevention policies and procedures b.2. workplace emergency, fire and accident procedures and instructions b.3. obtaining assistance from other team members when required b.4. hazard identification and minimisation guidelines b.5. procedures for the use of personal protective clothing and equipment b.6. issue resolution procedures b.7. housekeeping procedures b.8. environmental protection procedures <p>c. Action is taken promptly to report and/or respond to accidents/emergencies in accordance with regulatory requirements and workplace emergency procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and care for the safety of personnel, goods, facilities and equipment.</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to conduct cleaning operations in enclosed spaces, including identifying cleaning risks, planning cleaning operations, and cleaning the required enclosed space in accordance with operational requirements.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify risks and plan operation</p>	<ul style="list-style-type: none"> a. Requirements for the cleaning operation are assessed b. Potential risks or hazards to self, the environment or others are identified c. Relevant information including workplace procedures and safety codes are identified and read d. Cleaning and personal protection equipment and consumables are identified e. Requirements are assembled in accordance with national standards, safety codes and workplace procedures f. Work is planned identifying critical parameters of the work
<p>2. Clean required enclosed space</p>	<ul style="list-style-type: none"> a. Unauthorised persons are removed from the work area b. Engineering and personal safety equipment is used c. Unwanted labels are removed d. Cleaning products, where used, are mixed in accordance with manufacturer's and workplace instructions e. Containers are swept out and washed so that mud, grime and any residue from products stored in the containers are removed f. Security of chemicals and equipment is maintained g. Run-off is contained and wastes are disposed of in accordance with local laws and workplace procedures h. Relevant documentation is completed i. Equipment used for the process is checked and stored j. Worksite is checked and returned to operational status

Range Of Variables

CONDUCT CLEANING OPERATIONS IN ENCLOSED SPACES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and procedures for conducting cleaning operations in enclosed spaces b. Work is performed under some supervision generally within a team environment c. Work involves the application of established safety procedures and regulatory requirements to the conduct of cleaning operations in enclosed spaces
2. Worksite environment	<ul style="list-style-type: none"> a. The housekeeping tasks may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites in the transport, warehousing, distribution and/or storage industries d. Work may be conducted in confined restricted enclosed spaces e. Focus of cleaning operations may include: <ul style="list-style-type: none"> e.1. containers e.2. tanks e.3. other enclosed spaces f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. chemicals f.2. dangerous or hazardous substances f.3. toxic gas f.4. movements of equipment, goods and materials g. Critical parameters for cleaning operations in enclosed spaces include: <ul style="list-style-type: none"> g.1. workplace personnel g.2. sequence of operations g.3. precautions for self, others and work area g.4. relevant workplace procedures to be followed g.5. emergency precautions, tests and procedures g.6. evacuation and rescue procedures h. Personnel in the work area may include: <ul style="list-style-type: none"> h.1. other workplace personnel and managers h.2. site visitors h.3. contractors h.4. official representatives including OHS specialists i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures j. Depending on workplace context, personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing j.6. breathing apparatus

Range Of Variables (continued)

CONDUCT CLEANING OPERATIONS IN ENCLOSED SPACES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for cleaning operations including those in confined spaces a.2. OHS and environmental protection regulations a.3. relevant codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.4. material safety data sheets a.5. policies and procedures for entry and work in confined spaces a.6. manufacturer's instructions concerning the use and servicing of equipment a.7. supplier and/or client instructions a.8. emergency procedures a.9. goods identification numbers and codes a.10. manifests, bar codes, goods and container identification a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. standards and certification requirements, specifically Australian Standard AS 2865 – 'Safe Working in a Confined Space' a.13. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory OHS legislation and regulations pertaining to cleaning operations and working in confined spaces a.2. relevant State/Territory environmental protection legislation a.3. relevant Australian standards and certification including Australian Standard AS 2865 – 'Safe Working in a Confined Space Code' a.4. workplace relations regulations a.5. dangerous and hazardous goods regulations

CONDUCT CLEANING OPERATIONS IN ENCLOSED SPACES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify risks and plan cleaning operations a.2. follow procedures for cleaning operations in enclosed spaces a.3. safely use relevant cleaning equipment and materials a.4. test for contaminant gases a.5. dispose of waste materials including segregation of particular wastes and specialist requirements a.6. use workplace colloquial and technical language and communication technologies in the workplace context a.7. use and effect emergency and rescue operations as required a.8. follow the designated work plan for the cleaning operations a.9. maintain workplace records
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS regulations, codes and guidelines concerning cleaning operations in enclosed spaces including Australian Standard AS 2865 – 'Safe Working in a Confined Space Code' b. Workplace procedures and policies for carrying out cleaning operations in enclosed spaces c. Risks when carrying out cleaning operations in enclosed spaces and related precautions to control the risk d. Procedures for carrying out tests for contaminant gases in enclosed spaces prior to performing cleaning operations e. Site layout and obstacles f. Application of relevant industrial regulations and requirements g. Maintenance procedures for cleaning equipment h. Ability to modify activities dependant on differing workplace contexts, risk situations and environments i. Ability to read and comprehend simple statements in English j. Ability to identify container and goods coding, IMDG markings and where applicable emergency information panels k. Ability to identify and correctly use equipment, cleaning materials, processes and procedures for carrying out cleaning operations in enclosed spaces l. Ability to follow routine maintenance procedures for cleaning equipment m. Ability to select and use correct personal protection equipment when cleaning operations in enclosed spaces
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to conduct cleaning operations in enclosed spaces, and/or a.2. conduct cleaning operations in enclosed spaces in an appropriate range of operational situations

CONDUCT CLEANING OPERATIONS IN ENCLOSED SPACES

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying risks and planning cleaning operations a.2. following procedures for cleaning operations in enclosed spaces a.3. safely using relevant cleaning equipment and materials a.4. testing for contaminant gases a.5. disposing of waste materials including segregation of particular waste and specialist requirements a.6. using workplace colloquial and technical language and communication technologies in the workplace context a.7. using and effecting emergency and rescue operations as required a.8. following the designated work plan for the cleaning operations a.9. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. OHS regulations and hazard prevention policies and procedures b.2. workplace procedures and instructions for cleaning operations in enclosed spaces b.3. obtaining assistance from other team members when required b.4. environmental protection procedures when shifting materials c. Action is taken promptly to report and/or rectify any difficulties in carrying out cleaning operations in enclosed spaces in accordance with codes regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to apply fatigue management strategies, including identifying and acting upon signs of fatigue and implementing appropriate strategies to minimise fatigue during work activities.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify and act upon signs of fatigue</p>	<ul style="list-style-type: none"> a. Potential causes of fatigue are monitored and action taken to minimise their effects in accordance with company procedures b. Personal warning signs of fatigue are recognised and necessary steps are taken in accordance with workplace procedures to ensure that effective work capability and alertness are maintained
<p>2. Implement strategies to minimise fatigue</p>	<ul style="list-style-type: none"> a. Routes and schedules are assessed and planned to minimise fatigue b. Factors which increase the risk of fatigue-related accidents and safety incidents are understood and minimised c. Strategies to manage fatigue are implemented in accordance with company policy d. Lifestyle choices are made which promote the effective long-term management of fatigue e. Effective practices in combating fatigue are adopted and applied f. Personal fatigue management strategies are communicated to other relevant people g. Appropriate counter measures are planned to combat fatigue

Range Of Variables

APPLY FATIGUE MANAGEMENT STRATEGIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations, codes and guidelines of the Commonwealth Government and the State/Territory authorities concerning fatigue management when working in industry and/or when driving trains or various classes of commercial transport vehicles b. Work is performed under some supervision generally within a team environment c. Work involves the application of regulatory requirements and the principles of fatigue management to work in the transport, warehousing, distribution and storage industries and in particular when driving in road or rail transport situations
2. Worksite environment	<ul style="list-style-type: none"> a. Workplace may include any transport, warehousing, distribution and/or storage environment b. Work/driving may be carried out in typical industry situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. while working/driving at a workplace, depot, base or warehouse b.4. while working/driving at a client's workplace or work site b.5. driving on the open road b.6. driving on a private road b.7. driving a train, locomotive or motive power unit c. Work-related factors that may contribute to fatigue include: <ul style="list-style-type: none"> c.1. work demands: <ul style="list-style-type: none"> c.1.1. workload c.1.2. frequency and duration of breaks c.1.3. work duration c.1.4. type of work c.2. organisational factors: <ul style="list-style-type: none"> c.2.1. payment system c.2.2. trip/work scheduling c.2.3. predictability of work d. Worker/driver-related factors that may contribute to fatigue include: <ul style="list-style-type: none"> d.1. lifestyle factors: <ul style="list-style-type: none"> d.1.1. alcohol and drug use d.1.2. quantity and timing of food and drink d.1.3. sleep patterns d.1.4. opportunities for relaxation with family and friends d.2. personal or biological factors: <ul style="list-style-type: none"> d.2.1. state of mental and/or physical health d.2.2. inadequate sleep d.2.3. circadian rhythms e. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> e.1. company procedures e.2. enterprise procedures e.3. organisational procedures e.4. established procedures

Range of Variables (continued)

APPLY FATIGUE MANAGEMENT STRATEGIES

VARIABLE	SCOPE
3. Sources of information/documents	<ul style="list-style-type: none">a. Documentation/records may include:<ul style="list-style-type: none">a.1. Commonwealth and State/Territory regulations and guidelines concerning fatigue management in various transport and workplace situationsa.2. workplace instructions and procedures on fatigue managementa.4. relevant OHS regulations and proceduresa.5. emergency proceduresa.6. log book or record book (where required)a.7. relevant standards and certification requirementsa.8. quality assurance procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable procedures and codes may include:<ul style="list-style-type: none">a.1. relevant regulations and codes of the Commonwealth Government and the State/Territory roads and traffic authorities concerning fatigue managementa.2. relevant State/Territory road rulesa.3. relevant rail industry safe working codes and regulations (where applicable)a.4. relevant State/Territory permit regulations and requirementsa.5. relevant State/Territory OHS legislation

APPLY FATIGUE MANAGEMENT STRATEGIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow correct fatigue management precautions and procedures a.2. manage lifestyle in terms of its potential effect on fatigue during work functions a.3. recognise the effects of fatigue and take appropriate action a.4. contribute to organisational strategies that may reduce the incidence of accidents resulting from fatigue at work including driving a vehicle/train a.5. follow OHS and fatigue management codes, procedures and regulations
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with the other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant codes, regulations, permit and licence requirements related to fatigue management b. Relevant OHS regulations as they relate to fatigue c. Workplace policies and procedures related to fatigue management and the control of factors that can contribute to fatigue and fatigue-related accidents d. Sources of information on fatigue including: <ul style="list-style-type: none"> d.1. the risks and hazards created by fatigue in the workplace d.2. how fatigue affects workplace performance d.3. how fatigue contributes to workplace accidents d.4. ways of recognising fatigue d.5. ways of managing fatigue e. Causes and effects of fatigue on workers/drivers f. Strategies to manage fatigue g. Factors which increase fatigue-related accidents h. Lifestyles which promote the effective long-term management of fatigue i. Ability to read instructions, procedures and signage relevant to workplace operations j. Ability to recognise symptoms of fatigue and take appropriate action in accordance with fatigue management regulations and workplace procedures
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply fatigue management strategies in the workplace, and/or a.2. apply fatigue management strategies to workplace activities in an appropriate range of operational situations

APPLY FATIGUE MANAGEMENT STRATEGIES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. following correct fatigue management precautions and procedures a.2. managing lifestyle in terms of its potential effect on fatigue during work functions a.3. recognising the effects of fatigue and taking appropriate action a.4. contributing to organisational strategies that may reduce the incidence of accidents resulting from fatigue at work, including driving a vehicle/train a.5. following OHS and fatigue management codes, procedures and regulations <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant Commonwealth and State/Territory codes, procedures and regulations related to fatigue management in the workplace b.2. OHS policies and procedures b.3. recognition of the symptoms of fatigue and appropriate action to minimise the risks and hazards of fatigue b.4. workplace procedures and instructions related to fatigue management <p>c. Action is taken promptly to report any fatigue-related safety incidents in accordance with manufacturer's instructions, regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

TDTF1297B **APPLY SAFE PROCEDURES WHEN HANDLING/TRANSPORTING DANGEROUS GOODS OR EXPLOSIVES**

Field F Occupational Health and Safety

DESCRIPTION:

This unit involves the skills and knowledge required to apply safe handling strategies when handling explosives or dangerous goods, including driving the vehicle concerned in a safe manner and consulting with relevant authorities/persons in accordance with regulatory requirements.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian codes and standards pertaining to the handling and carriage of explosives and dangerous goods.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Operate equipment and/or vehicle in a safe manner</p>	<ul style="list-style-type: none"> a. Safety equipment is checked for serviceability and required quantities and types b. Equipment/vehicle is operated safely in accordance with the relevant industry regulations, licence/permit requirements and/or standards c. Safety guidelines and codes are correctly applied d. Dangerous goods/explosives/hazardous substances are handled/conveyed in accordance with the relevant government regulations and codes e. Relevant emergency procedures are assessed relative to the dangerous goods/explosives/hazardous substances concerned f. When in a convoy or under escort, vehicle is driven in accordance with the relevant codes and as directed by police and/or competent authority g. Emergency procedures are instigated in accordance with the relevant codes and government regulations to ensure precautions are taken consistent with directions set out in the emergency procedures h. Procedures are implemented to minimise damage to equipment, facilities and the environment and minimise injury to personnel
<p>2. Consult with relevant authorities/persons</p>	<ul style="list-style-type: none"> a. Safety incidents are reported to the competent authority, fire brigade and/or police in specified timeframes in accordance with relevant codes and government regulations and assistance is provided to those bodies as requested b. Other persons within affected emergency area are warned about the hazard in accordance with workplace procedures, and reflector signs are displayed

Range Of Variables

APPLY SAFE PROCEDURES WHEN HANDLING/TRANSPORTING DANGEROUS GOODS OR EXPLOSIVES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Australian and State/Territory regulations and codes, including the Australian Dangerous Goods Code, the Australian Explosives Code, and the Code of Practice for the Safe Transport of Radioactive Substances b. Work is performed under limited or minimum supervision c. Work involves the application of the basic principles, routine procedures and regulatory requirements to safe handling/transport of dangerous goods/explosives/hazardous substances in a range of operational situations
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. a workplace, warehouse or depot d.5. a vehicle on the road d.6. client's workplace e. Goods/cargo being handled/conveyed may require special precautions for handling, stacking and transport f. Classes of dangerous goods/explosives/hazardous substances are as defined in the respective Australian Codes g. Standard marking and signage for identified explosives and dangerous goods is as required in the respective Australian Codes, including HAZCHEM code and the Code of Practice for the Safe Transport of Radioactive Substances h. Personnel in the work area may include: <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures

Range Of Variables (continued)

APPLY SAFE PROCEDURES WHEN HANDLING/TRANSPORTING DANGEROUS GOODS OR EXPLOSIVES

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> k. Handling operations may be carried out both manually and with the aid of lifting equipment and/or appliances l. Load restraint procedures and equipment are as specified in mass and loading regulations and guidelines m. Personal protection equipment may include: <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. safety glasses m.4. two-way radios m.5. high visibility clothing m.6. protective clothing
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods/materials identification numbers and codes, including IMDG markings and HAZCHEM signs a.2. manifests, bar codes, goods and container identification a.3. manufacturer's specifications for equipment/tools a.4. workplace procedures and policies for the handling of dangerous goods, explosives and radioactive and other hazardous substances a.5. supplier and/or client instructions a.6. material safety data sheets a.7. relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Code of Practice for the Safe Transport of Radioactive Substances, the Industry Safety Code, and National Standards for Manual Handling a.8. National Load Restraint Guide a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. Australian and State/Territory regulations pertaining to the handling of dangerous goods/explosives/hazardous substances a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.2.5. Code of Practice for the Safe Transport of Radioactive Substances a.2.6. State/Territory legislation covering the safe handling of infectious substances a.3. relevant State/Territory environmental protection legislation a.4. relevant State/Territory OHS legislation

APPLY SAFE PROCEDURES WHEN HANDLING/TRANSPORTING DANGEROUS GOODS OR EXPLOSIVES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify characteristics and hazards of the dangerous goods/explosives/hazardous substances being handled a.2. interpret relevant signs, labels and codes a.3. locate, interpret and apply relevant information a.4. identify, select and use appropriate handling/transport equipment, vehicles, personal protection equipment and related procedures a.5. safely handle/transport dangerous goods/explosives/hazardous substances in accordance with workplace procedures and regulatory requirements a.6. convey information in written and oral form as required when handling dangerous goods/explosives/hazardous substances a.7. maintain required workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State/Territory regulations and codes pertaining to the identification, handling and marking of dangerous goods/explosives/hazardous substances b. OHS and procedures and guidelines concerning the lifting and movement of loads c. Risks and hazards when handling/conveying dangerous goods/explosives/hazardous substances, and related precautions to control the risk d. Workplace procedures and policies for the handling/transport of dangerous goods/explosives/hazardous substances e. Characteristics of various dangerous goods/explosives/hazardous substances and their implications for handling and transport f. Compatibility of various types of dangerous goods/explosives/hazardous substances g. Housekeeping standards procedures required in the workplace h. Site layout and obstacles i. Ability to identify and correctly use equipment/vehicles required to handle/transport dangerous goods/explosives/hazardous substances j. Ability to modify activities depending on differing workplace contexts, risk situations and environments k. Ability to read and comprehend simple statements in English l. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels m. Ability to estimate the size shape and special requirements of loads n. Ability to safely use manual handling techniques and to operate manually-operated load shifting equipment

APPLY SAFE PROCEDURES WHEN HANDLING/TRANSPORTING DANGEROUS GOODS OR EXPLOSIVES

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to handle/transport dangerous goods/explosives/hazardous substances, and/or a.2. handle/transport dangerous goods/explosives/hazardous substances in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying characteristics and hazards of the dangerous goods/explosives/hazardous substances being handled a.2. interpreting relevant signs, labels and codes a.3. locating, interpreting and applying relevant information a.4. identifying, selecting and using appropriate handling/transport equipment, vehicles, personal protection equipment and related procedures a.5. safely handling/transporting dangerous goods/explosives/hazardous substances in accordance with workplace procedures and regulatory requirements a.6. conveying information in written and oral form as required when handling dangerous goods/explosives/hazardous substances a.7. maintaining required workplace records a.8. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes, standards and regulations b.2. mass and loading regulations and procedures b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and instructions concerning the identification, classification, handling and transport of dangerous goods/explosives/hazardous substances b.5. relevant guidelines relating to the use of load handling equipment b.6. procedures for the use of personal protection equipment b.7. workplace housekeeping procedures b.8. environmental protection procedures when handling and transporting dangerous goods/explosives/hazardous substances c. Action is taken promptly to report any accidents, incidents or potential difficulties in handling/transporting dangerous goods/explosives/hazardous substances in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

APPLY SAFE PROCEDURES WHEN HANDLING/TRANSPORTING DANGEROUS GOODS OR EXPLOSIVES

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	2	1	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to coordinate breakdowns and emergencies, including evaluating the breakdown/emergency situation, consulting with relevant personnel/emergency authorities, coordinating activities at the breakdown/emergency site, and completing all required reports and documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Evaluate breakdown and/or emergency situation	<ul style="list-style-type: none"> a. Causes and effects of breakdown/emergency situation are identified and clarified b. Breakdown/emergency coordination procedures are applied in accordance with workplace policies c. Assistance is rendered to injured persons within the limitations of duty of care and workplace requirements d. Load is identified and the nature of risks and hazards are established and communicated to the relevant authorities e. Appropriate precautions and action are taken where the load is identified as including dangerous goods, explosives or hazardous substances in accordance with the relevant codes, regulations and related procedures
2. Consult with relevant persons and authorities	<ul style="list-style-type: none"> a. Details of causes and effects of breakdown/emergency are reported in accordance with workplace procedures b. Assistance and cooperation is provided to relevant authorities within legal and workplace limitations c. Information about emergency is obtained and/or exchanged in accordance with legal and workplace requirements
3. Coordinate breakdown and/or emergency situation	<ul style="list-style-type: none"> a. Suitable measures are taken to control, warn, stop or divert traffic at breakdown/emergency site b. Personal security precautions are taken in accordance with workplace procedures c. Assistance is requested to minimise the possibility of further damage to persons or property, in accordance with workplace policy and relevant rules and regulations d. Appropriate measures are taken to control and protect the site of breakdown/emergency e. Traffic at the site of a breakdown or emergency is controlled, if necessary, in accordance with regulatory requirements and workplace procedures
4. Complete documentation	<ul style="list-style-type: none"> a. All required documentation and reports on breakdown/emergency are completed in accordance with workplace requirements

Range Of Variables

COORDINATE BREAKDOWNS AND EMERGENCIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory roads and traffic authority pertaining to the coordination of breakdowns and emergencies b. Work is performed with limited or minimum supervision c. Work involves judgement and discretion in the coordination of breakdowns and emergencies that may occur when driving a commercial vehicle
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle may include any commercial transport vehicle b. Breakdowns and emergencies may occur in a range of road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot, base or warehouse b.6. while at a client's workplace or work site c. Type of breakdowns/emergencies may include <ul style="list-style-type: none"> c.1. collision c.2. spillage of fuel or dangerous load c.3. tyre blow-outs c.4. fire or explosion c.5. engine failure c.6. broken axle c.7. bogged vehicle c.8. load shifts c.9. electrical failure, c.10. breakdown c.11. overturned vehicle c.12. accident involving another vehicle d. Emergency equipment may include: <ul style="list-style-type: none"> d.1. first aid kit d.2. fire extinguishers d.3. warning signs and indicators d.4. mobile phone or radio e. Depending on the type and extent of the breakdown/emergency, the action to be taken to coordinate a breakdown/emergency may include: <ul style="list-style-type: none"> e.1. identifying and following established breakdown/emergency procedures e.2. evaluating the cause and effects of the breakdown/emergency e.3. coordinating emergency procedures and rendering assistance and first aid if required e.4. contacting and cooperating with relevant emergency authorities as required e.5. controlling traffic at the site of a breakdown or emergency e.6. taking appropriate action to secure the breakdown/emergency situation e.7. obtaining and recording information about the incident e.8. reporting on breakdown/emergency situation in accordance with regulatory and workplace requirements

Range of Variables (continued)

COORDINATE BREAKDOWNS AND EMERGENCIES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Consultative processes may include:</p> <ul style="list-style-type: none"> f.1. workplace personnel and management f.2. designated breakdown/emergency officers f.3. emergency services personnel including ambulance, police, fire services, etc. f.4. union representatives f.5. industrial relations and OHS specialists f.6. other professional or technical staff <p>g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information documents may include:</p> <ul style="list-style-type: none"> a.1. workplace instructions and procedures concerning breakdowns and emergencies a.2. State/Territory licence and permit requirements as they relate to breakdowns/emergencies a.3. State/Territory road rules a.4. vehicle manufacturer's instructions, specifications and recommended procedures a.5. goods/materials identification numbers and codes, including IMDG markings and HAZCHEM signs a.6. manifests, bar codes, goods and container identification a.7. relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Code of Practice for the Safe Transport of Radioactive Substances a.8. workplace procedures and policies for the handling of dangerous goods, explosives and radioactive and other hazardous substances a.9. vehicle log book or record book (where required) a.10. relevant standards and certification requirements a.11. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority driving regulations and licence/permit requirements pertaining to class of vehicle involved a.2. relevant State/Territory road rules a.3. relevant State/Territory permit regulations and requirements a.4. relevant State/Territory OHS legislation a.5. Australian Dangerous Goods Code a.6. Australian Explosives Code a.7. relevant State/Territory environmental protection legislation a.8. Code of Practice for the Safe Transport of Radioactive Substances a.9. State/Territory legislation covering the safe handling of infectious substances

COORDINATE BREAKDOWNS AND EMERGENCIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. evaluate a breakdown or emergency situation a.2. consult with relevant persons/emergency authorities a.3. coordinate activities at the site of a breakdown or emergency situation a.4. follow breakdown/emergency procedures a.5. follow OHS and environmental protection procedures and regulations a.6. complete required reports and other safety incident documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit may be assessed in conjunction with other competency units that form part of a transport worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Duty of care requirements in a breakdown and/or emergency situation d. Types of breakdowns and emergencies that can occur when driving a vehicle and appropriate action that can be taken in each case e. Types of emergency equipment, their purpose, and the procedures for their use f. Procedures to be followed in the event of a breakdown and/or emergency g. Risks and hazards that can exist in breakdown/emergency situations and related precautions to control the risks h. Characteristics of various dangerous goods/explosives/hazardous substances and their implications in breakdown/emergency situations i. Ability to control traffic at the site of a breakdown or emergency j. Ability to identify and correctly use emergency equipment at the site of a breakdown or emergency k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to read and comprehend simple statements in English m. Ability to identify containers and goods coding, IMDG markings and where applicable emergency information panels
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to coordinate breakdown and emergency situations, and/or a.2. coordinate breakdowns and emergencies in an appropriate range of operational transport situations

COORDINATE BREAKDOWNS AND EMERGENCIES

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. evaluating a breakdown or emergency situation a.2. consulting with relevant persons/emergency authorities a.3. coordinating activities at the site of a breakdown or emergency situation a.4. following breakdown/emergency procedures a.5. following relevant OHS and environmental protection procedures and regulations a.6. completing required reports and other safety incident documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle concerned b.2. OHS policies and procedures b.3. identification of hazards in breakdown situations and implementing appropriate action to minimise the risks involved b.4. workplace breakdown/emergency procedures and instructions) b.5. relevant vehicle manufacturer's guidelines b.6. environmental protection precautions and procedures in breakdown/emergency situations c. Action is taken promptly to report and/or attend to a breakdown/emergency in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods, personnel or equipment
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	1	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to develop and maintain a safe workplace, including providing and informing personnel about OHS legislation, codes and standards; planning and implementing safety requirements in accordance with regulations; monitoring, adjusting and reporting safety performance; investigating and reporting non-conformance; and evaluating the OHS system and related policies, procedures and programs.

ELEMENT	PERFORMANCE CRITERIA
<p>1 Plan and implement safety requirements</p>	<ul style="list-style-type: none"> a. Health and safety risk assessments are made as part of all production planning exercises b. Policy and procedures are developed to implement requirements for a safe workplace c. Work practices are planned with colleagues to ensure compliance with workplace and environmental legislation and standards d. Safe operating procedures are documented and communicated e. Work practices are implemented in accordance with requirements specified in legislation and standards for safe workplaces and environments f. Effective induction and supervision is provided to support colleagues in managing their organisational responsibilities g. Purchasing policy for the provision of goods and services is informed by OHS considerations
<p>2. Inform and train personnel on OHS legislation, codes and standards</p>	<ul style="list-style-type: none"> a. Legislation, standards and the organisation's policies and practices relevant to the creation and maintenance of a safe workplace and environment are made available to individuals/teams b. Arrangements are made to provide information in a language, style and format which is understood by colleagues c. An OHS training program is developed and implemented to identify and fulfil employees' OHS training needs as part of the workplace's general training program d. Individuals/teams know their legal responsibility for maintaining a safe workplace and environment e. The implications of an unsafe workplace and environment are clear to all within the workplace

<p>3. Establish and maintain procedures for assessing and controlling safety risks</p>	<ul style="list-style-type: none"> a. Safety risks presented by identified hazards are correctly assessed in accordance with OHS legislation and codes of practice b. Activities are monitored to ensure that this procedure is adopted effectively throughout the area of managerial responsibility c. Risk assessment is addressed at the planning, design and evaluation stages of any change within the area of managerial responsibility to ensure that the risk from hazards is not increased d. Measures to control assessed safety risks are developed and implemented in accordance with the hierarchy of control, relevant OHS legislation, codes of practice and trends identified from the OHS records system e. Activities are monitored to ensure that the risk control procedure is adopted effectively throughout the area of managerial responsibility f. Risk control is addressed at the planning, design and evaluation stages of any change within the area of managerial responsibility to ensure that adequate risk control measures are included
<p>4. Monitor, adjust and report safety performance</p>	<ul style="list-style-type: none"> a. Hazards are identified, assessed and prioritised for action b. Controls are selected to minimise risks to health and safety c. Waste recycling, reduction and disposal is carried out within legislative and organisational requirements d. Recommendations for improvements to meet legislation and associated standards are submitted to designated persons/groups e. Individuals/teams are informed of improvements and alterations to occupational health and safety procedures in the workplace f. Systems, records and reporting procedures are maintained according to legislative requirements
<p>5. Evaluate the occupational health and safety system and related policies, procedures and programs</p>	<ul style="list-style-type: none"> a. The effectiveness of the OHS system and related policies, procedures and programs is assessed according to the workplace's aims with respect to OHS. b. Improvements to the OHS system are developed and implemented to ensure more effective achievement of the workplace's organisation's aims with respect to OHS policies and objectives. c. Inadequacies in existing risk control measures are identified in accordance with the hierarchy of control, and resources enabling implementation of new measures are sought and/or provided according to appropriate procedures
<p>6. Investigate and report non-conformance</p>	<ul style="list-style-type: none"> a. Compliance with OHS legislation and codes of practice is assessed to ensure that legal OHS standards are maintained as a minimum b. Non-conformance is investigated and dealt with according to legislative requirements c. Colleagues are supported to acquire and apply competencies to meet legislative requirements and the associated standards d. Changes to operations and practices are implemented to ensure that non-conformance is not repeated
<p>7. Establish and maintain a system for OHS records</p>	<ul style="list-style-type: none"> a. A system for keeping OHS records is established and monitored to allow identification of patterns of occupational injury and disease within the area of managerial responsibility, including provision for relevant workplace OHS reports to be submitted to management

Range Of Variables

DEVELOP AND MAINTAIN A SAFE WORKPLACE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement in developing and maintaining a safe workplace b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop awareness and practice of OHS policies and procedures, to support the development of OHS and risk management systems, and to encourage the achievement of the organisation's OHS goals and related key performance objectives d. Work generally involves responsibility for resource coordination and allocation and provides leadership of others individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site location a.2. large, medium and/or small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer/supplier contact and coordination d. Work priorities and professional development are directed at maximising achievement of the individual in accordance with the enterprises objectives and strategic plans e. Workplace hazards may include but are not restricted to: <ul style="list-style-type: none"> e.1. moving heavy loads in an unsafe work environment e.2. unsecured machinery, components or repaired equipment e.3. slippery floors e.4. welding equipment e.5. sharp tools and implements e.6. power tools e.7. moving and rotating machinery e.8. flammable liquids, vapours and fuel e.9. faulty machinery, handling equipment and lifting gear e.10. using equipment beyond safe working limits e.11. poor housekeeping procedures e.12. non-compliance with safe working procedures e.13. electrical wiring and systems, including exposed electrical circuits e.14. working at heights and in confined spaces e.15. toxic gases and substances e.16. chemicals and other harmful substances e.17. damaged goods, pallets and containers e.18. dangerous/hazardous goods

Range Of Variables (continued)

DEVELOP AND MAINTAIN A SAFE WORKPLACE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Training activities may include:</p> <ul style="list-style-type: none"> f.1. attendance at formal education/training programs f.2. completion of internal short training programs f.3. attendances at relevant conferences, seminars and workshops f.4. reading of relevant journals and literature f.6. coaching/mentoring on the job f.7. workplace training projects <p>g. Consultative processes may involve:</p> <ul style="list-style-type: none"> g.1. OHS specialists g.2. trainers g.3. other employees and supervisors g.4. management g.5. union representatives g.6. manufacturers' representatives g.7. supplier representatives g.8. customers/clients g.9. other maintenance, professional or technical staff <p>h. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:</p> <ul style="list-style-type: none"> h.1. company plans/procedures h.2. enterprise plans/procedures h.3. organisational plans/procedures h.4. established plans/procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace OHS procedures and policies a.2. workplace OHS management system including hazard/safety risk control strategies a.3. OHS training notes and materials a.4. journals and work-related literature concerning OHS a.5. competency standards a.6. customer/client instructions a.7. customer service standards and procedures a.8. workplace products and services information a.9. quality assurance standards and procedures a.10. relevant agreements, codes of practice including the national standards for services and operations a.11. manufacturers'/suppliers' specifications, advice, recommended procedures, policies and instructions a.12. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.13. legislation, regulations and related documentation relevant to business operations a.14. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.15. emergency procedures

Range Of Variables (continued)

DEVELOP AND MAINTAIN A SAFE WORKPLACE

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant regulations, standards and codes of practicea.2. trading regulations relevant to business operationsa.3. relevant Australian and State/Territory OHS legislation including regulations and codes of practice relating to hazards present in the workplace or industry, including:<ul style="list-style-type: none">a.3.1. general duty of care under OHS legislation and common lawa.3.2. requirements for the maintenance and confidentiality of records of occupational injury and diseasea.3.3. requirements for provision of OHS information and traininga.3.4. provisions relating to health and safety representatives and/or OHS committeesa.3.5. provisions relating to OHS issue resolutiona.4. environmental protection regulationsa.5. hazardous substances and dangerous goods codesa.6. relevant Australian standards and certification requirements

DEVELOP AND MAINTAIN A SAFE WORKPLACE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. apply leadership skills to OHS projects including the selection and employment of specialists, allocation and delegation of tasks, taking into account task requirements and organisational policy a.2. suggest improvements to work operations and negotiate changes to improve OHS a.3. mediate and resolve issues involving OHS, maximising positive outcomes for the organisation and the individuals within it a.4. use appropriate training opportunities and techniques to facilitate improved personal and organisational compliance with OHS policy and procedures a.5. research, interpret and apply relevant information appropriate to OHS management a.6. use consultative processes and work effectively with others to achieve OHS objectives a.7. maintain required OHS records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the management of personal work priorities and professional development d. The systems of risk control recognising the significance of OHS for effective workplace operation e. Workplace business policies and plans related to OHS issues f. The significance of other management systems and procedures for OHS g. Hazards and associated safety risks that exist in the workplace <ul style="list-style-type: none"> g.1. the range of control measures available for these safety risks g.2. considerations for choosing between different control measures g.3. how to identify when expert advice is needed h. Principles and practices of effective OHS management, including: <ul style="list-style-type: none"> h.1. elements of an effective OHS management system h.2. risk management h.3. appropriate links to other management systems, for example contractors, maintenance and purchasing h.4. the role of technical information and experts in designing hazard control measures, monitoring systems and health surveillance procedures h.5. the hierarchy of hazard and risk control measures h.6. arrangements for participation and consultation over OHS h.7. incident and accident investigation arrangements i. Training, coaching and mentoring approaches appropriate for use in OHS training programs j. Typical problems that can occur when managing OHS systems and related action that can be taken

Evidence Guide (continued)

DEVELOP AND MAINTAIN A SAFE WORKPLACE

<p>3. Required knowledge and skills (continued)</p>	<p>k. Ability to analyse the working environment in order to identify hazards, assess safety risks and design and implement appropriate OHS management systems</p> <p>l. Ability to work collaboratively with others</p> <p>m. Ability to plan work activities, including predicting consequences and identifying improvements</p> <p>n. Ability to select and appropriately apply technology, information systems and procedures to improve OHS compliance, information systems and reporting requirements</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop and maintain a safe workplace, and/or</p> <p>a.2. develop and maintain as safe workplace in an appropriate managerial contexts</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. applying leadership skills to OHS projects</p> <p>a.2. suggesting improvements to work operations and negotiating changes to improve OHS compliance</p> <p>a.3. mediating and resolving issues involving OHS, maximising positive outcomes for the organisation and the individuals within it</p> <p>a.4. using appropriate training opportunities and techniques to facilitate improved personal and organisational compliance with OHS policy and procedures</p> <p>a.5. researching, interpreting and applying relevant information appropriate to OHS management</p> <p>a.6. using consultative processes to achieve OHS objectives</p> <p>a.7. Maintaining required OHS records and documentation</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. OHS regulations and hazard prevention policies and procedures</p> <p>b.2. workplace procedures and policies related to the development and maintenance of a safe workplace</p> <p>b.3. requirements for the maintenance of confidential records of occupational injury and disease</p> <p>b.4. procedures for the provision of OHS information, training and assessment</p> <p>b.5. OHS issue resolution, counselling and disciplinary processes</p> <p>b.6. relevant guidelines relating to the safety of equipment in the workplace</p> <p>c. Action is taken promptly to report and/or take action on OHS system problems in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

DEVELOP AND MAINTAIN A SAFE WORKPLACE

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	2	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to operate and maintain fire-fighting equipment in accordance with manufacturer's instructions and workplace emergency procedures, including identifying and selecting the appropriate equipment, using the fire-fighting equipment to fight a fire, and maintaining the fire-fighting equipment to ensure its operational capability.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Use fire-fighting equipment</p>	<ul style="list-style-type: none"> a. Tools, equipment and personal safety equipment used for fighting fires are correctly selected for type of fire in accordance with manufacturer's instructions b. Fire is controlled using fire-fighting equipment according to manufacturer's instructions and workplace emergency procedures c. Equipment is stored safely according to manufacturer's instructions and workplace procedures
<p>2. Maintain fire-fighting equipment</p>	<ul style="list-style-type: none"> a. Equipment is maintained to manufacturer's specifications to ensure effective operation when used b. Equipment is checked, cleaned and serviced to relevant standards c. Consumable items and materials in fire-fighting equipment are checked and replenished where required by workplace procedures and manufacturer's instructions d. Defective equipment is identified and reported to relevant authorities as necessary so it can be replaced or repaired

Range Of Variables

OPERATE AND MAINTAIN FIRE-FIGHTING EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice, regulations and workplace requirements concerning the operation and maintenance of fire-fighting equipment b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the operation and maintenance of fire-fighting equipment as part of work activities in the transport, distribution and/or allied industries.
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Types of fires which may occur include Classes A, B, C and F in the standard classification of fires f. Fire-fighting equipment, appliances and systems may include: <ul style="list-style-type: none"> f.1. portable fire extinguishers including foam, water, CO₂, dry chemical and wet foam f.2. sprinkler systems f.3. fire hoses and hydrants f.4. fire blankets f.5. CO₂ fixed systems f.6. foam installations including semi-portable and fixed systems g. Consumable materials and items that may be used in fire detection and fire-fighting equipment may include: <ul style="list-style-type: none"> g.1. dry and wet chemicals used in fire extinguishers g.2. batteries for fire detectors h. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> h.1. chemicals h.2. dangerous or hazardous substances h.3. movements of equipment, goods, materials, trains and vehicular traffic i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. current and potential customers i.3. suppliers, customers and clients i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists

Range Of Variables (continued)

OPERATE AND MAINTAIN FIRE-FIGHTING EQUIPMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. protective clothing l.6. high visibility clothing
<p>3. Sources of information/ documents</p>	<ul style="list-style-type: none"> a. Information documents may include: <ul style="list-style-type: none"> a.1. workplace fire emergency procedures and policies a.2. relevant OHS and environmental protection regulations a.3. codes of practice and regulations relevant to fire emergencies, including safeworking regulations and local authority regulations and procedures a.4. Australian regulations and codes of practice for the transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for fire-fighting equipment a.7. technical instructions a.8. electrified territory regulations a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. goods manifest a.11. award, enterprise bargaining agreement, and other industrial arrangements a.12. relevant Australian standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

OPERATE AND MAINTAIN FIRE-FIGHTING EQUIPMENT

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes, regulations and safeworking systems for the use and maintenance of fire-fighting equipmenta.2. the Code of Practice for the Defined Interstate Rail Network in situations where fire emergencies occur on that networka.3. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.3.1. Australian and International Dangerous Goods Codesa.3.2. Australian and International Explosives Codesa.4. relevant State/Territory OHS and environmental protection legislationa.5. workplace relations regulationsa.6. workers compensation regulations

OPERATE AND MAINTAIN FIRE-FIGHTING EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. control a fire using fire-fighting equipment a.2. store and maintain fire-fighting equipment a.3. select and appropriately use protective clothing a.4. locate, interpret and apply relevant information a.5. work effectively with others a.6. maintain workplace records a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes of practice, regulations and safeworking systems relevant to the use and maintenance of fire-fighting equipment, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where fire emergencies occur on that network b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for use and maintenance of fire-fighting equipment d. The chemistry of fire, the effects of different types of material in a fire and the principles underlying the spread of fire and its extinguishment e. The different classes of fire, their characteristics and strategies and equipment needed for their extinguishment f. Types of fire-fighting appliances, equipment and systems, their identifying features, principles of operation and the procedures for their use and maintenance g. Fixed fire prevention and extinguishing installations and their principles of operation h. Fire-fighting techniques, agents and precautions applicable to different classes of fire i. Typical problems that can occur with fire-fighting equipment and operations and appropriate remedial action and solutions j. Manufacturer's instructions for the maintenance of fire-fighting equipment k. Ability to: <ul style="list-style-type: none"> k.1. select, use and maintain relevant fire-fighting equipment k.2. modify activities depending on differing workplace contexts, risk situations and environments k.3. solve problems that arise when using and maintaining fire-fighting equipment k.4. read and interpret instructions, procedures and information relevant to the use and maintenance of fire-fighting equipment k.5. use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

OPERATE AND MAINTAIN FIRE-FIGHTING EQUIPMENT

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to use and maintain fire-fighting equipment, and/or a.2. use and maintain fire-fighting equipment in an appropriate range of real or simulated fire emergency situations in the workplace
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. controlling a fire using fire-fighting equipment a.2. storing and maintaining fire-fighting equipment a.3. selecting and appropriately using protective clothing a.4. locating, interpreting and applying relevant information a.5. following the designated work plan for the job b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice, safeworking systems and legislative requirements including ADG Code b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. manufacturer's instructions for fire-fighting equipment b.5. procedures for the use of personal protection equipment b.6. obtaining assistance from other team members when required b.7. customer service and quality assurance procedures and policies b.8. environmental protection procedures c. Action is taken promptly to report and/or respond to any fire emergency in accordance with regulatory requirements and workplace emergency procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

HLTFA1A APPLY BASIC FIRST AID

Field F Occupational Health and Safety

DESCRIPTION:

This unit involves the skills and knowledge required to provide essential first aid in recognising and responding to an emergency using basic life support measures. The first aider is not expected to deal with complex casualties or incidents but to provide an initial response where first aid is required. It is assumed the first aider is working under supervision and/or according to established workplace first aid procedures and policies.

This unit is identical to the cross-industry guideline unit of the same code and title.

ELEMENT	PERFORMANCE CRITERIA
1. Assess the situation	<ul style="list-style-type: none"> a. Physical hazards to personal and others' health and safety are identified b. Immediate risk to self and casualty's health and safety are minimised by controlling the hazard in accordance with occupational health and safety requirements c. The casualty's vital signs and physical condition are assessed in accordance with workplace procedures
2. Apply basic first aid techniques	<ul style="list-style-type: none"> a. First aid management is provided in accordance with established first aid procedures b. Casualty is reassured in a caring and calm manner and made comfortable using available resources c. First aid assistance is sought from others in a timely manner and as appropriate d. Casualty's condition is monitored and responded to in accordance with effective first aid principles and workplace procedures e. Details of casualty's physical condition, changes in conditions, management and response to management are accurately recorded in line with organisational procedures f. Casualty management is finalised according to casualty's needs and first aid principles
3. Communicate details of the incident	<ul style="list-style-type: none"> a. Appropriate medical assistance is requested using relevant communication media and equipment b. Details of casualty's condition and management activities are accurately conveyed to emergency services/relieving personnel c. Reports to supervisors are prepared in a timely manner, presenting all relevant facts according to established company procedures

Range Of Variables

APPLY BASIC FIRST AID

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations b. Work is usually performed under supervision or as part of a first aid team c. Work involves the application of the basic first aid principles and procedures when dealing with first aid emergencies within the workplace
2. Worksite environment	<ul style="list-style-type: none"> a. Basic first aid may be provided in a range of work environments and weather conditions by day or night: b. First aid management will need to account for: <ul style="list-style-type: none"> b.1. workplace policies and procedures b.2. industry/site specific regulations, codes etc. b.3. occupational health and safety requirements b.4. State/Territory workplace health and safety requirements b.5. allergies the casualty may have c. Physical hazards may include: <ul style="list-style-type: none"> c.1. workplace hazards c.2. environmental hazards c.3. proximity of other people c.4. hazards associated with the casualty management processes d. Risks may include: <ul style="list-style-type: none"> d.1. worksite equipment, machinery and substances d.2. environmental risks d.3. bodily fluids d.4. risk of further injury to the casualty d.5. risks associated with the proximity of other workers and bystanders e. Depending on the first aid emergency concerned casualty's condition may need to be managed for: <ul style="list-style-type: none"> e.1. abdominal injuries e.2. allergic reactions e.3. bleeding e.4. burns—thermal, chemical, friction, electrical e.5. cardiac conditions e.6. chemical contamination e.7. cold injuries e.8. crush injuries e.9. dislocations e.10. drowning e.11. envenomation—snake, spider, insect and marine bites e.12. environmental conditions such as hypothermia, dehydration, heat stroke e.13. epilepsy, diabetes, asthma and other medical conditions e.14. eye injuries e.15. fractures e.16. head injuries e.17. minor skin injuries e.18. neck and spinal injuries e.19. needle stick injuries e.20. poisoning and toxic substances

Range Of Variables (continued)

APPLY BASIC FIRST AID

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> e.21. respiratory management of asthma and/or choking e.22. shock e.23. smoke inhalation e.24. soft tissue injuries including sprains, strains, dislocations e.25. substance abuse, including drugs e.26. unconsciousness including not breathing and no pulse f. First aid management will need to account for: <ul style="list-style-type: none"> f.1. location and nature of the workplace f.2. the environmental conditions for example electricity, biological risks, weather, motor vehicle accidents f.3. location of emergency services personnel f.4. the use and availability of first aid equipment and resources f.5. infection control g. Medications may include: <ul style="list-style-type: none"> g.1. asthma–aerosol bronchodilators; casualty's own or from first aid kit in accordance with State and Territory legislation g.2. severe allergic reactions–adrenaline; subject to casualty's own regime h. Resources and equipment are used appropriate to the risk to be met and may include: <ul style="list-style-type: none"> h.1. defibrillation units h.2. pressure bandages h.3. thermometers h.4. first aid kit h.5. eyewash h.6. thermal blankets h.7. pocket face masks h.8. rubber gloves h.9. dressing h.10. spacer device h.11. cervical collars i. Communication systems may include but are not limited to: <ul style="list-style-type: none"> i.1. mobile phone i.2. satellite phones i.3. HF/VHF radio i.4. flags i.5. flares i.6. two way radio i.7. email i.8. electronic equipment j. Vital signs include: <ul style="list-style-type: none"> j.1. breathing j.2. circulation j.3. consciousness k. Established first aid principles include: <ul style="list-style-type: none"> k.1. checking the site for danger to self, casualty and others and minimising the danger k.2. checking and maintaining the casualty's airway, breathing and circulation

Range Of Variables (continued)

APPLY BASIC FIRST AID

VARIABLE	SCOPE
2. Worksite environment (continued)	I. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ol style="list-style-type: none"> I.1. company procedures I.2. enterprise procedures I.3. organisational procedures I.4. established procedures
3. Sources of information/ documents	a. Information/documents may include: <ol style="list-style-type: none"> a.1. first aid manuals a.2. OHS documentation a.3. workplace procedures and policies for the provision of first aid a.4. relevant competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. award, enterprise bargaining agreement, other industrial arrangements a.7. emergency procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ol style="list-style-type: none"> a.1. relevant State /Territory codes of practice and regulations a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the dangerous goods emergencies a.3. relevant State/Territory OHS legislation

APPLY BASIC FIRST AID

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. demonstrate first aid casualty management principles including assessing and minimising danger and maintaining the casualty's airway, breathing and circulation a.2. carry out resuscitation procedures required in basic first aid a.3. demonstrate safe manual handling of a casualty a.4. demonstrate due consideration of the welfare of a casualty a.5. prepare required first aid reports a.6. communicate effectively in a first aid situation a.7. interpret and use listed documents
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State /Territory standards, regulations and codes of practice relevant to the provision of basic first aid b. OHS and procedures and guidelines relevant to workplace operations c. Relevant company standard operating procedures (SOPs) as well as emergency procedures d. Understanding of: <ul style="list-style-type: none"> d.1. basic anatomy and physiology d.2. duty of care in first aid situations d.3. the first aiders' skills and limitations d.4. legal requirements and obligations e. Knowledge of basic first aid procedures including: <ul style="list-style-type: none"> e.1. resuscitation e.2. bleeding control e.3. care of unconscious e.4. decision making e.5. infection control e.6. airway management f. Ability to: <ul style="list-style-type: none"> f.1. carry out basic first aid procedures f.2. communicate effectively f.3. apply assertiveness skills as appropriate in first aid situations f.4. modify activities depending on differing workplace contexts, risk situations and environments
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply basic first aid, and/or a.2. apply basic first aid in an appropriate range of contexts

Evidence Guide (continued)

APPLY BASIC FIRST AID

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out resuscitation procedures required in basic first aid a.2. demonstrating first aid casualty management principles including assessing and minimising danger and maintaining the casualty's airway, breathing and circulation a.3. demonstrating safe manual handling of a casualty a.4. demonstrating due consideration of the welfare of a casualty a.5. preparing required first aid reports a.6. communicating effectively in a first aid situation a.7. interpreting and using listed documents <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes of practice b.2. OHS regulations and hazard minimisation policies and procedures b.3. workplace procedures and instructions related to the conduct of first aid b.4. relevant guidelines relating to the use of required first aid equipment and resources <p>c. Action is taken promptly to report any safety and first aid incidents in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without due care of goods, equipment and/or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competence may be demonstrated working individually, under supervision or as part of a first aid team.</p> <p>c. Where applicable, assessment should replicate workplace conditions as far as possible. Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible. Consistency of performance should be maintained over the required range of workplace situations until renewal of competence/licence is required by the industry/organisation.</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to provide advanced first aid response, including the provision of life support, management of casualty(ies), the incident and any other first aiders until the arrival of medical or other assistance, and provision of appropriate support to other emergency services providers.

This unit is identical to the cross-industry guideline unit of the same code and title.

ELEMENT	PERFORMANCE CRITERIA
1. Assess the situation	<ul style="list-style-type: none"> a. Physical hazards are identified and minimised according to occupational health and safety requirements and workplace procedures b. Risks to first aider and others are assessed and appropriate response determined to ensure prompt control of situation c. The need for emergency services/medical assistance is ascertained and prioritised and triage undertaken where required d. Resources are deployed to appropriate locations as required in accordance with workplace procedures
2. Manage the casualty(s)	<ul style="list-style-type: none"> a. Agreement for management of the casualty's injury/illness is sought from person(s) where relevant b. Welfare procedure is determined and implemented according to casualty(s) needs c. Effects of injury are controlled and appropriate first aid management is determined and applied to meet the needs of the casualty and situation d. Medication is administered according to relevant legislation and manufacturer's/supplier's instructions and subject to casualty's regime e. Casualty(s) condition is monitored and responded to in a timely manner in accordance with effective first aid principles f. Life support equipment is correctly operated where appropriate according to relevant legislation and manufacturer's/supplier's instructions g. Management is finalised according to casualty(s) needs and first aid principles

3. Coordinate first aid activities until arrival of medical assistance	<ul style="list-style-type: none"> a. Available resources required are identified and communication links with appropriate personnel, emergency management services and medical assistance are established as appropriate b. Correct amount of resources is deployed to appropriate locations in an effective manner to ensure timely arrival of required resources c. The provision of resources is documented and modifications recommended d. The management of casualties is monitored in accordance with first aid principles and workplace procedures e. Evacuation of casualties is coordinated according to worksite evacuation procedures f. Support services are arranged for personnel involved in the incident in accordance with workplace principles and procedures
4. Communicate essential incident details	<ul style="list-style-type: none"> a. Communication is maintained with relevant personnel using appropriate media and equipment b. First aid information is communicated with other providers/carers as appropriate to meet their needs and in accordance with workplace procedures c. Information is calmly provided to reassure casualty, adopting a communication style to match the casualty's level of consciousness
5. Manage casualty in a remote and/or isolated area	<ul style="list-style-type: none"> a. Preparation for isolated travel or work is undertaken, accounting for expected contingencies b. Casualty's condition is assessed and appropriate response is determined in order to minimise hazards and determine need for medical assistance c. Casualty's condition is monitored and responded to in accordance with effective first aid principles d. Reassurance and support is provided to casualty during the wait for medical assistance e. Casualty's comfort is ensured and determined by establishing and explaining the nature of illness/injury and the management procedures f. Shelter from elements is undertaken in accordance with environmental conditions g. Condition of casualty is documented over time to assist in ongoing management h. Communication links to medical services are established to ensure prompt control action is undertaken i. Administration of medication is undertaken under medical instruction, using relevant communication equipment j. Consideration on whether to transport casualty to medical assistance or wait is determined by evaluating environmental and casualty's condition k. Assistance in the evacuation of the casualty by emergency services is provided as required

6. Evaluate the incident

- a. Management of the incident is evaluated and where required an action plan is developed in consultation with relevant parties
- b. Participation in debriefing/evaluation occurs either by self or others or both in order to improve future operations and address individual's needs
- c. Access is provided to bona fide critical stress facilitators where required/requested
- d. Site management/procedures are implemented and evaluated in accordance with risk assessment
- e. Contingency planning is formulated and reviewed to identify and select alternative management and principles

Range Of Variables

APPLY ADVANCED FIRST AID

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations b. Work is performed either individually, under supervision or as part of a first aid team c. Work involves the application of the advanced first aid principles and procedures when dealing with first aid emergencies within a workplace environment
2. Worksite environment	<ul style="list-style-type: none"> a. Advanced first aid may be provided in a range of work environments and weather conditions by day or night: b. First aid management will need to account for: <ul style="list-style-type: none"> b.1. workplace policies and procedures b.2. industry/site specific regulations, codes etc. b.3. occupational health and safety requirements b.4. State/Territory workplace health and safety requirements b.5. allergies the casualty may have c. Physical hazards may include: <ul style="list-style-type: none"> c.1. workplace hazards c.2. environmental hazards c.3. proximity of other people c.4. hazards associated with the casualty management processes d. Risks may include: <ul style="list-style-type: none"> d.1. worksite equipment, machinery and substances d.2. environmental risks d.3. bodily fluids d.4. risk of further injury to the casualty d.5. risks associated with the proximity of other workers and bystanders e. Depending on the first aid emergency concerned casualty's condition may need to be managed for: <ul style="list-style-type: none"> e.1. abdominal injuries e.2. allergic reactions e.3. bleeding e.4. burns—thermal, chemical, friction, electrical e.5. cardiac conditions e.6. chemical contamination e.7. cold injuries e.8. crush injuries e.9. dislocations e.10. drowning e.11. Envenomation—snake, spider, insect and marine bites e.12. environmental conditions such as hypothermia, dehydration, heat stroke e.13. epilepsy, diabetes, asthma and other medical conditions e.14. eye injuries e.15. fractures e.16. head injuries e.17. minor skin injuries e.18. neck and spinal injuries e.19. needle stick injuries e.20. poisoning and toxic substances

Range Of Variables (continued)

APPLY ADVANCED FIRST AID

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> e.21. respiratory management of asthma and/or choking e.22. shock e.23. smoke inhalation e.24. soft tissue injuries including sprains, strains, dislocations e.25. substance abuse, including drugs e.26. unconsciousness including not breathing and no pulse f. First aid management may include: <ul style="list-style-type: none"> f.1. administration of analgesic gases f.2. cardiopulmonary resuscitation (CPR) f.3. infection control f.4. semi-automated external defibrillator (SAED) f.5. expired air resuscitation (EAR) g. First aid management will need to account for: <ul style="list-style-type: none"> g.1. location and nature of the workplace g.2. the environmental conditions for example electricity, biological risks, weather, motor vehicle accidents g.3. location of emergency services personnel g.4. number of casualties and potential casualties g.5. the use and availability of first aid equipment, resources and pharmaceuticals g.6. confined spaces, subject to industry need h. Medications may include: <ul style="list-style-type: none"> h.1. oxygen h.2. pain-paracetamol in accordance with State and Territory legislation, analgesics (penthrane, entonox-used in mining industry) h.3. asthma-aerosol bronchodilators; casualty's own or from first aid kit in accordance with State and Territory legislation h.4. severe allergic reactions-adrenaline; subject to casualty's own regime h.5. heart attack-aspirin i. Resources and equipment are used appropriate to the risk to be met and may include: <ul style="list-style-type: none"> i.1. blood pressure cuff i.2. oxygen resuscitation/cylinders i.3. defibrillation units i.4. pressure bandages i.5. thermometers i.6. injections i.7. back boards i.8. stretchers i.9. soft bag resuscitator i.10. first aid kit i.11. eyewash i.12. thermal blankets i.13. pocket face masks i.14. rubber gloves i.15. dressing i.16. spacer device i.17. cervical collars

Range Of Variables (continued)

APPLY ADVANCED FIRST AID

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Communication systems may include but are not limited to: <ul style="list-style-type: none"> j.1. mobile phone j.2. satellite phones j.3. HF/VHF radio j.4. flags j.5. flares j.6. two way radio j.7. email j.8. electronic equipment j.9. hand signals k. Preparation for isolated/ remote travel may include: <ul style="list-style-type: none"> k.1. selection of relevant communication equipment k.2. relevant first aid supplies and resources to cater for environmental conditions l. In remote/isolated areas consideration to travel or wait would depend upon: <ul style="list-style-type: none"> l.1. severity of injury l.2. time required for medical assistance to arrive l.3. movement might hinder rescue procedures m. Documentation, especially in remote/isolated areas may include: <ul style="list-style-type: none"> m.1. time m.2. fluid intake/output m.3. blood m.4. vomit m.5. faeces m.6. urine m.7. administration of medication including time, date, person administering, dose m.8. vital signs n. Established first aid principles include: <ul style="list-style-type: none"> n.1. checking the site for danger to self, casualty and others and minimising the danger n.2. checking and maintaining the casualty's airway, breathing and circulation o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures

Range Of Variables (continued)

APPLY ADVANCED FIRST AID

VARIABLE	SCOPE
3. Sources of information/documents	a. Information/documents may include: <ul style="list-style-type: none"> a.1. first aid manuals a.2. OHS documentation a.3. workplace procedures and policies for the provision of advanced first aid a.4. relevant competency standards and training materials a.5. manufacturer's specifications for relevant first aid equipment a.6. award, enterprise bargaining agreement, other industrial arrangements a.7. emergency procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include <ul style="list-style-type: none"> a.1. relevant State/Territory codes of practice and regulations a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the dangerous goods emergencies a.3. relevant State/Territory OHS legislation

APPLY ADVANCED FIRST AID

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. carry out initial casualty assessment in a first aid situation a.2. carry out resuscitation procedures required in advanced first aid a.3. demonstrate first aid casualty management principles including assessing and minimising danger and maintaining the casualty's airway, breathing and circulation a.4. provide leadership in a first aid emergency situation a.5. demonstrate safe manual handling of a casualty a.6. demonstrate due consideration of the welfare of a casualty a.7. carry out evaluation of first aid management and prepare required first aid reports a.8. communicate effectively in a first aid situation a.9. interpret and use listed documents
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State/Territory standards, regulations and codes of practice relevant to the provision of advanced first aid b. OHS and procedures and guidelines relevant to workplace operations c. Relevant company standard operating procedures (SOPs) as well as emergency procedures d. Understanding of: <ul style="list-style-type: none"> d.1. basic anatomy–skeleton, muscles, joints, bones d.2. basic physiology d.3. basic toxicology d.4. casualty transport techniques d.5. duty of care in first aid situations d.6. the first aiders' skills and limitations d.7. legal requirements and obligations e. Knowledge of advanced first aid procedures including: <ul style="list-style-type: none"> e.1. initial casualty assessment e.2. resuscitation e.3. bleeding control e.4. care of unconscious e.5. decision making e.6. infection control e.7. airway management e.8. delivery of oxygen f. Ability to: <ul style="list-style-type: none"> f.1. carry out advanced first aid procedures f.2. communicate effectively f.3. provide leadership to others in a first aid situation f.4. deal with social problems and confidentiality f.5. apply assertiveness skills as appropriate in first aid situations f.6. prepare reports as required in first aid situations f.7. modify activities depending on differing workplace contexts, risk situations and environments

Evidence Guide (continued)

APPLY ADVANCED FIRST AID

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply advanced first aid, and/or a.2. apply advanced first aid in an appropriate range of contexts
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out initial casualty assessment a.2. carrying out resuscitation procedures required in advanced first aid a.3. demonstrating first aid casualty management principles including assessing and minimising danger and maintaining the casualty's airway, breathing and circulation a.4. demonstrating safe manual handling of a casualty a.5. demonstrating due consideration of the welfare of a casualty a.6. evaluating first aid management and preparing required first aid reports a.7. communicating effectively in a first aid situation a.8. interpreting and using listed documents <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations, codes of practice and duty of care requirements b.2. OHS regulations and hazard minimisation policies and procedures b.3. workplace procedures and work instructions related to the conduct of first aid b.4. guidelines for the use of required first aid equipment and resources <p>c. Action is taken promptly to respond to/report any safety and first aid incidents in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without due care of goods, equipment and/or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competence may be demonstrated working individually, under supervision or as part of a first aid team.</p> <p>c. Where applicable, assessment should replicate workplace conditions as far as possible. Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible. Consistency of performance should be maintained over the required range of workplace situations until renewal of competence/licence is required by the industry/organisation.</p>

APPLY ADVANCED FIRST AID

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	2	1

PRMWM11A RESPOND TO WASTE EMERGENCY

Field F Occupational Health and Safety

DESCRIPTION:

This unit involves the skills and knowledge required to respond to a range of emergencies which may occur during waste management operations.

The competency outcomes of this unit are identical to the unit of the same code from the Waste Management Training Package. However, it has been reformatted into the ANTA approved TDT format.

ELEMENT	PERFORMANCE CRITERIA
1. Identify nature of emergency	a. Details of the nature, type, source, and severity of the emergency, including existing and potential hazards, are clearly identified
2. Respond to emergency	a. Emergency response procedures are followed in accordance with company requirements and relevant legislation b. Full details of emergency situation are immediately communicated to all relevant parties c. Emergency and personal protective equipment required is used safely and efficiently in accordance with manufacturers' specifications and company and OHS requirements d. Emergency situation is contained and isolated where possible to minimise danger to surrounding equipment, area, environment, other personnel and general public e. Potential risks and hazards are identified and incorporated into emergency response action f. Risks to personnel are avoided, and evacuation procedures followed in accordance with company requirements g. All necessary actions are taken to protect company interests, in accordance with company requirements and relevant legislation
3. Review emergency response	a. Emergency situation and response actions are continuously monitored and evaluated, and modifications are made to response actions where appropriate to reduce the impact of the emergency b. Control of emergency situation is exercised until formal relief is notified or received, in accordance with company requirements, OHS and relevant legislation
4. Assist with clean-up	a. Clean-up is conducted to remove waste, contamination, equipment and hazards from the emergency site, in accordance with company, legislative and OHS requirements
5. Document and report emergency	a. Full details of emergency situation and response actions are documented and reported accurately and promptly in accordance with company requirements and relevant legislation in a standard format

Range Of Variables

RESPOND TO WASTE EMERGENCY

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with relevant workplace emergency procedures and regulations b. Work is performed under some supervision generally within a team environment c. Work involves the application of basic principles and procedures when responding to emergencies that may occur during waste management operations
2. Worksite environment	<ul style="list-style-type: none"> a. Waste management operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Emergency could include fire; gas leak; hazardous waste spill; vehicle accident; chemical reaction; contamination; power lines d. Potential risks and hazards include, but are not limited to, those identified by the organisation which could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or which could cause harm to the environment. This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property), over which it could be expected the organisation had control. e. Emergency and personal protective equipment must include gloves; overalls and protective clothing; eye protection; appropriate footwear; fire extinguisher; first aid kit; eye wash kit; communications equipment f. Company requirements are found in verbal or written instructions g. Manufacturers' specifications are found in operators manuals; equipment specifications h. Relevant parties include emergency services; relevant company personnel; relevant environmental protection agency; other affected parties i. Containment and isolation could include: <ul style="list-style-type: none"> i.1. bund area i.2. erect barricades i.3. move vehicle or equipment away from hazardous area i.4. use of fire extinguisher i.5. seal leaks i.6. transfer waste j. Clean-up includes: <ul style="list-style-type: none"> j.1. use of high pressure water or air hosing j.2. shovelling j.3. sweeping out j.4. vacuuming j.5. use of decontamination products j.6. use of cleaning products/fluids j.7. removal of plant/equipment/vehicle from site j.8. removal/disposal of contaminated soil/liquid

Range Of Variables (continued)

RESPOND TO WASTE EMERGENCY

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel in the area</p> <p>l. Emergency response action/procedures include, but are not limited to:</p> <ul style="list-style-type: none"> l.1. contain emergency l.2. equipment/plant isolation and shut-down l.3. make safe l.4. clean up l.5. notification of authorities l.6. evacuation l.7. first aid l.8. use of appropriate personal protective equipment <p>m. Evacuation procedures can be found in company requirements and relevant legislation (including Occupational Health and Safety)</p> <p>n. Protection of company interests could include not admitting liability; not talking to media; collecting details from witnesses</p> <p>o. Personal protective equipment required worn/fitted in accordance with company requirements, Occupational Health and Safety and other legislation</p> <p>p. Client/company includes all forms of business enterprises in this context, including private and public companies; government agencies; local governments/councils; residents/ratepayers</p> <p>q. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> q.1. company procedures q.2. enterprise procedures q.3. organisational procedures q.4. established procedures <p>r. Communication in the work area may include:</p> <ul style="list-style-type: none"> r.1. fixed phone r.2. mobile phone r.3. fax r.4. radio r.5. oral, aural or signed communications
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include but is not limited to:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for response to a waste management emergency a.2. regulatory authority documents and reporting requirements relevant to a waste management emergency a.3. Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to waste management and waste management emergencies

Range Of Variables (continued)

RESPOND TO WASTE EMERGENCY

VARIABLE	SCOPE
<p>3. Sources of information/documents (continued)</p>	<p>a.4. required reports on a waste management emergency which may include, but are not limited to the nature, type, source and severity of emergency; the authorities notified; the cause or suspected cause of emergency; the emergency response procedures undertaken; any damage incurred (including to personnel; vehicle; equipment; general public); emergency and personal protective equipment used; the nature of clean-up; recommendations for preventing future emergencies</p> <p>a.5. emergency procedures</p> <p>a.6. workplace operations manuals</p> <p>a.7. relevant Australian standards and certification requirements</p> <p>a.8. induction documentation</p> <p>a.9. competency standards and training materials</p> <p>a.10. manufacturer's specifications for relevant equipment</p> <p>a.11. supplier and/or client instructions</p> <p>a.12. award, enterprise bargaining agreement, other industrial arrangements</p> <p>a.13. customer service and quality assurance standards and procedures</p>
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <p>a.1. State/Territory roads and traffic authority road rules and license requirements</p> <p>a.2. relevant duty of care regulations and industry codes of conduct</p> <p>a.3. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to waste management</p> <p>a.4. relevant Australian standards</p> <p>a.5. relevant State/Territory environmental protection legislation</p> <p>a.6. relevant State/Territory OHS legislation</p>

RESPOND TO WASTE EMERGENCY

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and communicate nature and details of emergency a.2. follow emergency procedures a.3. implement correct emergency response a.4. review and modify emergency response a.5. document emergency situation and response actions in standardised report template a.6. apply hierarchy of hazard control a.7. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State/Territory standards, regulations and codes of practice including the Australian Dangerous Goods Code b. Duty of care in provision of waste management services c. OHS and environmental protection regulations, procedures and guidelines relevant to workplace operations d. Hazards and risks involved in responding to a waste management emergency and related precautions to control the hazards and risks e. HAZCHEM identification systems f. Waste types and implications in an emergency situation g. Standard emergency response procedures f. Basic first aid appropriate to likely risks and hazards in work environment h. Methods of containment and isolation of emergencies i. Confined space procedure j. Relevant Australian standards k. Requirements of workplace systems/operations and relevant equipment involved in waste management l. Ability to: <ul style="list-style-type: none"> l.1. communicate effectively, including reporting within a standardised format; interpersonal; listening; questioning; following instructions; giving information; signalling, directing traffic) l.2. identify regulated waste types l.3. follow emergency procedure guidelines l.4. identify and correctly use emergency equipment (including fire extinguisher and spill kit) l.5. implement area isolation procedures (including bunding and erecting barriers) l.6. use personal protective equipment (including breathing apparatus) l.7. think clearly and work effectively under pressure l.8. use relevant communications equipment l.9. identify and solve problems that may arise during waste management emergencies l.10. follow requirements of material safety data sheets (MSDS) l.11. demonstrate safe and efficient work practices

RESPOND TO WASTE EMERGENCY

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to respond to a waste management emergency, and/or a.2. respond to waste management emergencies in an appropriate range of workplace contexts <p>b. Assessment may require access to:</p> <ul style="list-style-type: none"> b.1. emergency equipment b.2. appropriate personal protective equipment b.3. standard emergency procedures b.4. site safety plan b.5. material safety data sheets b.6. information on OHS requirements
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying and communicating the nature and details of an emergency a.2. following emergency procedures a.3. implementing correct emergency response a.4. reviewing and modifying emergency response a.5. documenting emergency situation and response actions in standardised report template <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Dangerous Goods Code and other regulations pertaining to the waste management operations and emergencies situations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. relevant guidelines relating to the use of required equipment b.5. environmental protection procedures <p>c. Action is taken promptly to report any waste management problems/emergencies in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts. Assessment requires that the scope of assessed response(s) to a waste emergency(ies) is sufficient to cover a variety of emergencies in different waste environments. If the assessment environment is narrowly defined, it may be necessary to use simulated emergencies with a variety of waste characteristics to assess competency in waste emergency response.</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to equipment or personnel</p>

RESPOND TO WASTE EMERGENCY

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	1	1	2	2

PRMWM44A IDENTIFY WASTES AND HAZARDS

Field F Occupational Health and Safety

DESCRIPTION:

This unit involves the skills and knowledge required to identify a range of wastes and potential risks and hazards which may be present in the waste management work environment and to take appropriate hazard control measures.

The competency outcomes of this unit are identical to the unit of the same code from the Waste Management Training Package. However, it has been reformatted into the ANTA approved TDT format.

ELEMENT	PERFORMANCE CRITERIA
1. Identify wastes	a. Characteristics of wastes are clearly identified b. Types of wastes are clearly differentiated by waste stream c. Dangerous and hazardous wastes are clearly identified d. Contaminations present in waste are clearly identified e. Questioning is used to obtain further information on waste to ensure correct identification
2. Identify hazards	a. Potential hazards present in work environment are clearly identified b. Appropriate hazard control measures are taken in accordance with workplace procedures and regulatory requirements

Range Of Variables

IDENTIFY WASTES AND HAZARDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with relevant regulations and workplace procedures b. Work is performed under some supervision generally within a team environment c. Work involves the application of the basic principles and procedures when identifying wastes and hazards that may occur during waste management operations and taking appropriate hazard control measures
2. Worksite environment	<ul style="list-style-type: none"> a. Waste management operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Waste streams include municipal waste; green waste; recyclables; putrescibles; solid inert; construction and demolition; dangerous goods; hazardous substances d. Waste characteristics include, but are not limited to quality; level of contamination; containment; size; density; shape; volume; hazard; weight e. Contaminations could include unacceptable waste streams; inferior quality f. Potential risks and hazards include, but are not limited to, those identified by the organisation which could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or which could cause harm to the environment. This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property), over which it could be expected the organisation had control. g. Emergency and personal protective equipment must include gloves; overalls and protective clothing; eye protection; appropriate footwear; fire extinguisher; first aid kit; eye wash kit; communications equipment. It may also include breathing apparatus; face shield/mask; hard hat; hearing protection; material safety data sheets (MSDSs); spill kit; emergency procedure guides (EPGs) h. Company requirements are found in verbal or written instructions i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. fixed phone j.2. mobile phone j.3. fax j.4. radio j.5. oral, aural or signed communications

Range Of Variables (continued)

IDENTIFY WASTES AND HAZARDS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include but is not limited to:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for identifying wastes and hazards that may occur during waste management operations and taking appropriate hazard control measures a.2. relevant regulatory authority requirements a.3. Dangerous Goods Code, HAZCHEM codes and other regulations pertaining to waste management operations a.4. emergency procedures a.5. workplace operations manuals a.6. standards and certification requirements a.7. induction documentation a.8. competency standards and training materials a.9. manufacturer's specifications for relevant equipment a.10. supplier and/or client instructions a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. customer service and quality assurance standards and procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory roads and traffic authority road rule and license requirements a.2. relevant duty of care regulations and industry codes of conduct a.3. Australian Dangerous Goods Code, HAZCHEM codes, and other relevant regulations pertaining to waste management a.4. relevant Australian standards a.5. relevant State/Territory environmental protection legislation a.6. relevant State/Territory OHS legislation

IDENTIFY WASTES AND HAZARDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. correctly identify range of waste streams, hazardous wastes, and waste contaminants a.2. identify a range of potential risks and hazards present in the work environment a.3. take appropriate hazard control measures a.4. apply hierarchy of hazard control a.5. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State/Territory standards, regulations and codes of practice including the Australian Dangerous Goods Code b. Duty of care in provision of waste management services c. Waste types, streams and characteristics d. Waste contaminants and their characteristics e. OHS and environmental protection regulations, procedures and guidelines relevant to waste management operations f. Hazards and risks involved in waste management operations and related precautions to control the hazards and risks g. HAZCHEM identification systems h. Requirements of workplace systems/operations and relevant equipment i. Ability to: <ul style="list-style-type: none"> i.1. communicate effectively, including following instructions, reading and interpreting work requirements i.2. identify regulated waste types i.3. follow emergency procedure guidelines i.4. identify waste contamination i.5. identify hazards that may arise during waste management operations and take appropriate hazard control measures i.6. use personal protective equipment (including breathing apparatus) i.7. use relevant communications equipment i.8. follow requirements of material safety data sheets (MSDSs) i.9. demonstrate safe and efficient work practices

IDENTIFY WASTES AND HAZARDS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to identify wastes and hazards and take appropriate hazard control measures, and/or</p> <p>a.2. identify wastes and hazards and take appropriate hazard control measures in an appropriate range of workplace contexts</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. identifying waste streams, hazardous wastes, and waste contaminants</p> <p>a.2. identifying a range of potential risks and hazards present in the work environment</p> <p>a.3. taking appropriate hazard control measures</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. Dangerous Goods Code and other regulations pertaining to the waste management operations and emergencies operations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and work instructions</p> <p>b.4. relevant guidelines relating to the use of required equipment</p> <p>b.5. environmental protection procedures</p> <p>c. Action is taken promptly to respond to and/or report any waste management hazards in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to equipment or personnel</p>

Evidence Guide (continued)

IDENTIFY WASTES AND HAZARDS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation
 - b. Evidence of competency is best obtained by checking for correct identification of a range of wastes, waste streams, and risks and hazards present in the work environment. If this is not practicable, observations in realistic simulated environments may be substituted.

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	1	1	1

DESCRIPTION:

This unit involves the basic skills and knowledge required to work effectively with others in a workplace including contributing to determination of appropriate work roles, contributing to the planning of activities, and working with others to complete the activities.

ELEMENT	PERFORMANCE CRITERIA
1. Contribute to determination of appropriate work roles	<ul style="list-style-type: none"> a. Work roles of each group member are identified based on information and instructions about objectives, performance requirements and procedures b. Contributions are made to assist in the determination of the appropriate roles and responsibilities for the successful completion of the activity
2. Contribute to the planning of the activity	<ul style="list-style-type: none"> a. Suggestions and information are provided as appropriate to contribute to the planning of the activity and the associated procedures
3. Work with others	<ul style="list-style-type: none"> a. Forms of communication appropriate to the activity are used b. Assistance in the completion of the activities is requested where appropriate c. Contributions to the achievement of a required outcome are made d. Work is undertaken in accordance with specified procedures on an individual and shared basis as appropriate e. Problems are discussed and resolved where possible through agreed and accepted processes f. Suggestions for improvements to processes are made and discussed within the team

Range Of Variables

WORK EFFECTIVELY WITH OTHERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is carried out in accordance with workplace procedures and relevant regulatory requirements b. Work is performed under some supervision, generally within a team environment c. Work involves the application of established procedures and appropriate interpersonal skills when working with others to complete workplace tasks
2. Worksite environment	<ul style="list-style-type: none"> a. Work involves basic routine work operations carried out in collaboration with others and may occur by day or night and in a variety of work contexts b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work colleagues may include: <ul style="list-style-type: none"> d.1. English-speaking persons d.2. multilingual staff d.3. persons with limited ability to communicate in English d.4. persons from a range of cultural backgrounds e. Personnel in work area may include: <ul style="list-style-type: none"> e.1. managers e.2. supervisors/team leaders e.3. workplace personnel e.4. visitors e.5. contractors e.6. official representatives f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures g. Communication may involve the basic use of a range of communication technology including: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. radio

Range Of Variables (continued)

WORK EFFECTIVELY WITH OTHERS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, checklists and instructions a.2. goods identification numbers and codes a.3. manifests, bar codes, goods and container identification a.4. manufacturer's specifications a.5. workplace policies a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. legislation, regulations and related documentation a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OHS legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations

WORK EFFECTIVELY WITH OTHERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. work cooperatively with others to complete tasks a.2. contribute to collective planning, cooperative work and effective outcomes for the activity a.3. locate, interpret and apply relevant information in conjunction with others a.4. provide customer/client service effectively in conjunction with others a.5. convey information in written and oral form a.6. maintain workplace records a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that are part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant workplace standards and procedures and duty of care requirements b. Relevant OHS and environmental protection procedures and responsibilities c. Workplace structures and the roles and responsibilities of team/group members d. Basic principles of teamwork e. Focus of operation of work systems, equipment or management, site and organisational operating procedures f. Ability to communicate effectively with others including multilingual persons and persons with a limited ability to speak or understand English g. Ability to provide appropriate support to other team members h. Ability to modify activities depending on differing workplace contexts and environment i. Ability to identify and correctly use equipment, processes and procedures j. Ability to apply relevant industrial or other legislative requirements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to work effectively with others, and/or a.2. work effectively with others on an appropriate range of operational tasks

WORK EFFECTIVELY WITH OTHERS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. working cooperatively with others to complete tasks a.2. contributing to collective planning, cooperative work and effective outcomes for the activity a.3. locating, interpreting and applying relevant information in conjunction with others a.4. providing customer/client service effectively in conjunction with others a.5. conveying information in written and oral form a.6. maintaining workplace records a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. following the designated work plan for the job <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. relevant guidelines relating to the use of equipment b.5. security and housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any workplace problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to lead a work team or group including participating in team/group planning, managing and developing team/group performance, participating in and facilitating the work team/group in its achievement of workplace tasks, and documenting and reviewing work team/group performance.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Participate in team/group planning</p>	<p>a. Requirements of a team/group task are identified and clarified in conjunction with other team or group members to ensure appropriate interpretation of specifications and in accordance with enterprise requirements</p> <p>b. Task is interpreted and relevant steps are identified in conjunction with other team/group members to ensure efficient conduct of work to meet specifications and enterprise requirements</p> <p>c. Steps are planned in conjunction with the work of other personnel to allow achievement of practical outcomes according to enterprise and/or manufacturer's procedures</p>
<p>2. Manage and develop team/group performance</p>	<p>a. Task activities are assigned to team/group members based on their areas of competence and expertise and their availability</p> <p>b. Team/group members are advised on symptoms and effects of fatigue, drugs and alcohol, safe lifting techniques and other Occupational Health and Safety policies</p> <p>c. Performance measures and requirements are agreed upon between team/group members in accordance with enterprise procedures</p>
<p>3. Participate in and facilitate the work team/group</p>	<p>a. Work activity is organised and carried out with other involved team/group members and personnel using relevant communication processes to ensure safe, unambiguous and appropriate sequencing of tasks</p> <p>b. Individuals and teams/groups are actively encouraged to take individual and joint responsibility</p>
<p>4. Document and review work team/group tasks</p>	<p>a. All necessary documentation related to job planning and progress is completed and recorded in accordance with statutory, manufacturer's and enterprise requirements</p> <p>b. The outcomes of the team's/group's task activities are compared with the planned objectives, task instructions and specifications to ensure all requirements have been met</p>

Range Of Variables

LEAD A WORK TEAM OR GROUP

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is carried out in accordance with workplace procedures and relevant regulations b. Work is performed under some supervision, generally within a team environment c. Work involves the application of established procedures to the provision of leadership within a work team or group
2. Worksite environment	<ul style="list-style-type: none"> a. Work involves completion of workplace activities as a leader of a work team b. Work may occur by day or night and in a variety of work contexts c. Customers may be internal or external d. Workplaces may comprise large, medium or small worksites e. Team members may include: <ul style="list-style-type: none"> e.1. English-speaking persons e.2. multilingual staff e.3. persons with limited ability to communicate in English e.4. persons from a range of cultural backgrounds e.5. permanent, part-time and/or casual staff f. Consultative processes may include: <ul style="list-style-type: none"> f.1. other members of the team f.2. supervisors/team leaders f.2. managers f.3. workplace personnel f.4. visitors f.5. contractors f.6. official representatives f.7. union representatives f.8. industrial relations and OHS specialists f.9. other professional or technical staff g. Communication may involve the basic use of a range of communication technology including: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. radio h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

LEAD A WORK TEAM OR GROUP

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, checklists and instructions a.2. goods identification numbers and codes a.3. manifests, bar codes, goods and container identification a.4. manufacturer's specifications a.5. workplace policies a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. legislation, regulations and related documentation a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OH&S legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations

LEAD A WORK TEAM OR GROUP

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. apply leadership skills to the completion of work team projects a.2. apply techniques to encourage appropriate participation of team/group members a.3. identify requirements of tasks and organise planning, job completion and evaluation stages a.4. locate, interpret and apply relevant information a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form a.7. maintain workplace records a.8. allocate tasks taking into account work and individual development requirements
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that are part of a team leader's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for leading work teams d. Techniques to encourage appropriate participation of team/group members e. Coaching and mentoring approaches f. Workplace policies and plans including procedures for training and development g. Strategies to implement continuous improvement processes h. Typical problems that can occur when leading a work team and related appropriate action that can be taken i. Ability to lead and encourage others j. Ability to negotiate and work effectively with others k. Ability to identify improvements to services, resource allocation and use l. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks m. Ability to plan work activities, including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to lead a work team, and/or a.2. lead a work team in an appropriate range of operational situations

LEAD A WORK TEAM OR GROUP

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. applying leadership skills to the completion of work team projects a.2. applying techniques to encourage appropriate participation of team/group members a.3. identifying requirements of tasks and organising planning, job completion and evaluation stages a.4. locating, interpreting and applying relevant information a.5. providing customer/client service and working effectively with others a.6. conveying information in written and oral form a.7. maintaining workplace records a.8. allocating tasks, taking into account work and individual development requirements <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions relating to team leadership b.4. relevant guidelines relating to the use of equipment b.5. meeting procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any workplace problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to organise transport workload, including organising and accepting responsibility for own workload, participating in identifying and meeting own learning needs, and planning and organising a personal daily routine.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Organise and accept responsibility for own workload</p>	<p>a. Priorities and deadlines are established in consultation with others (as appropriate) and recorded</p> <p>b. Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected</p> <p>c. Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions</p> <p>d. Variations and difficulties affecting work requirements are identified through regular reviews, and action is taken to report these issues to supervisory staff</p> <p>e. Additional support to improve work is communicated clearly to appropriate personnel</p>
<p>2. Participate in identifying and meeting own learning needs</p>	<p>a. Operations of the workplace, workplace equipment and focus of endeavour are identified</p> <p>b. Organisational structure, career paths and training opportunities appropriate to the enterprise are identified</p> <p>c. Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements</p> <p>d. Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others</p>
<p>3. Plan and organise a personal daily routine</p>	<p>a. Daily routine is planned to take into account rosters, industrial agreements and workplace procedures</p> <p>b. Clarification of requirements of tasks is sought when appropriate</p> <p>c. Achievable time and other performance measures are agreed</p> <p>d. Tasks are completed with variations to plan identified and reported</p> <p>e. Inability to complete operations are relayed to appropriate personnel in accordance with workplace procedures</p>

Range Of Variables

ORGANISE TRANSPORT WORKLOAD

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations for the transport of articles for courier delivery b. Work is performed under generally indirect supervision c. Work involves the application of the basic principles and routine procedures to organise own transport workload as part of courier/delivery operations
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night: b. Customers may be internal or external c. Operations may be undertaken on- or off-base site d. Work activities may be routine or adopted for purposes involving courier deliveries, related clerical, packing and or load shifting activities and activities associated with the planning of work e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. uneven ground, steps, road surfaces e.3. dust and vapours e.4. hazardous or dangerous materials e.5. humidity, air temperature and radiant heat e.6. light including UV e.7. noise f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. other employees and supervisors f.3. management f.4. union representatives f.5. industrial relations, Occupational Health and Safety specialists f.6. other professional or technical staff g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

ORGANISE TRANSPORT WORKLOAD

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. fixed phone h.2. mobile phone h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. oral, aural or signed communications i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. sunglasses and UV protection i.4. two-way radios i.5. high visibility clothing
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. operations manuals a.2. induction documentation a.3. competency standards and training materials a.4. job specifications and procedures a.5. manufacturer's specifications for relevant equipment a.6. Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail/courier items a.7. workplace procedures and policies for courier/delivery operations a.8. supplier and/or client instructions a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. State/Territory roads and traffic authority road rule and licence requirements a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail a.3. relevant State/Territory environmental protection legislation a.4. relevant State/Territory OHS legislation

ORGANISE TRANSPORT WORKLOAD

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select appropriate means to secure loads within requirements for safe handling of goods and vehicle a.2. communicate effectively in writing a.3. respond appropriately to telephone and verbal inquiries a.4. identify hazards associated with the goods to be transported a.5. identify required permits a.6. use appropriate communication strategies and equipment a.7. locate, interpret and apply relevant information a.8. maintain workplace records and documentation a.9. identify and safely handle equipment required to sort and store mail a.10. apply hierarchy of hazard control a.11. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State /Territory mass and loading regulations and permit requirements b. OHS and procedures and guidelines relevant to courier/delivery operations c. Risks in courier/delivery operations and related precautions to control the risk d. Workplace procedures and policies for organising transport loads in courier/delivery operations e. Housekeeping standards and procedures required in the workplace f. Requirements of courier work systems/operations and relevant equipment g. Methods and strategies for organising transport loads in courier/delivery operations h. Ability to identify and correctly use equipment required when organising loads i. Ability to plan own work including predicting consequences and identifying improvements j. Ability to modify activities depending on differing workplace contexts, risk situations and environments k. Ability to read and comprehend simple statements in English l. Ability to estimate the size, shape and special delivery requirements of mail/courier articles
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise transport loads in courier/delivery operations, and/or a.2. organise transport loads in an appropriate range of operational contexts

ORGANISE TRANSPORT WORKLOAD

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. selecting appropriate means to secure loads within requirements for safe handling of goods and vehicle a.2. communicating effectively in writing a.3. responding appropriately to telephone and verbal inquiries a.4. identifying hazards associated with the goods to be transported a.5. identifying required permits a.6. using appropriate communication strategies and equipment a.7. locating, interpreting and applying relevant information a.8. maintaining workplace records and documentation a.9. identifying and safely handling equipment required to sort and store mail a.10. applying hierarchy of hazard control a.11. using safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Dangerous Goods Code and other regulations pertaining to courier/delivery operations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions on courier/delivery operations b.4. relevant guidelines relating to the use of required equipment b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any potential difficulties in courier/transport operations in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to mail, delivery items, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	1	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to lead and facilitate work teams including participating and providing leadership in team planning, developing team commitment and cooperation, managing and developing team performance, and participating in, and facilitating the work of work teams/groups.

ELEMENT	PERFORMANCE CRITERIA
1. Participate in team planning	<ul style="list-style-type: none"> a. The team establishes clearly defined goals, purpose, roles, responsibilities and accountabilities within the organisation's goals and objectives b. The team performance plan contributes to the organisation's business plan, policies and practices c. The team agrees to processes to monitor and adjust its performance within the organisation's continuous improvement policies d. The team includes in its plans ways in which it can benefit from the diversity of its membership
2. Develop team commitment and cooperation	<ul style="list-style-type: none"> a. The team uses open communication processes to obtain and share information b. The team encourages and exploits innovation and initiative c. Support is provided to the team to develop mutual concern and camaraderie
3. Manage and develop team performance	<ul style="list-style-type: none"> a. The team is supported in making decisions within agreed roles and responsibilities b. The results achieved by the team contribute positively to the organisation's business plans c. Team and individual competencies are monitored regularly to confirm that the team is able to achieve goals d. Mentoring and coaching supports team members to enhance personal and collective knowledge and skills e. Delegates' performance is monitored to confirm that they have completed the relevant delegation(s)/assignment(s)
4. Encourage and facilitate the work of teams	<ul style="list-style-type: none"> a. Team effectiveness is encouraged and enhanced through active participation in team activities and communication processes b. Individuals and teams are actively encouraged to take individual and joint responsibility for actions c. The team receives support to identify and resolve problems which impede performance

Range Of Variables

FACILITATE WORK TEAMS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in the facilitation of work teams or groups b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives d. Work involves responsibility for facilitating and encouraging the work of work teams/groups and the provision of leadership to others in the establishment and achievement of team objectives
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi site location a.2. large, medium and/or small organisations b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Teams may be: <ul style="list-style-type: none"> d.1. new or long established d.2. within a functional area d.3. drawn from across the organisation e. Team membership may be changing on a regular basis or evolving within the overall context of change within the enterprise f. Team members/leaders may include: <ul style="list-style-type: none"> f.1. English-speaking persons f.2. multilingual staff f.3. persons with limited ability to communicate in English f.4. persons from a range of cultural backgrounds g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. members and leaders of work teams g.2. other employees and supervisors g.3. customers/clients g.4. manufacturers and suppliers g.5. relevant authorities g.6. management g.7. union representatives g.8. OHS specialists, g.9. other maintenance, professional or technical staff

Range Of Variables (continued)

FACILITATE WORK TEAMS

VARIABLE	SCOPE
<p>2 Worksite environment (continued)</p>	<p>h. Communications systems may involve:</p> <ul style="list-style-type: none"> h.1. face-to-face discussions or group meetings h.2. telephone h.3. fax h.4. email h.5. mail <p>i. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:</p> <ul style="list-style-type: none"> i.1. company plans/procedures i.2. enterprise plans/procedures i.3. organisational plans/procedures i.4. established plans/procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace policies and procedures a.2. customer/client instructions and requirements a.3. customer service standards and procedures a.4. workplace products and services information a.6. quality assurance standards and procedures a.7. relevant agreements, regulations and codes of practice, including the Australian standards relevant to services and operations a.8. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.9. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.10. emergency procedures a.11. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. regulations on Equal Opportunity, Equal Employment Opportunity and Affirmative Action a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

FACILITATE WORK TEAMS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. apply leadership skills to the completion of projects including the allocation and delegation of tasks, taking into account task requirements, development needs and organisational policy a.2. manage own work to achieve organisational goals and required results a.3. provide clear direction when devolving responsibility and accountability a.4. monitor team performance including mediating and resolving issues surrounding diverse work styles, aspirations, cultures and perspective, maximising positive outcomes for the organisation and the individuals within it a.5. apply techniques to encourage appropriate participation of team/group members in networking with other teams/groups for mutual benefit a.6. research, interpret and apply relevant information a.7. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant and regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the facilitation of work teams d. Mechanisms to encourage team decision making, reward and support team achievement e. Coaching and mentoring approaches to support team members to share knowledge and skills f. Workplace policies and plans including procedures for training and assessment g. Strategies to implement continuous improvement processes h. Typical problems that can occur when facilitating work teams and related appropriate action that can be taken i. Ability to lead and encourage others j. Ability to negotiate and work effectively with others k. Ability to identify improvements to services, resource allocation and use l. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks m. Ability to plan work activities, including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to facilitate and provide leadership to work teams, and/or a.2. facilitate and provide leadership to work teams in an appropriate range of operational contexts

FACILITATE WORK TEAMS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. applying leadership skills to the completion of projects including the allocation and delegation of tasks, taking into account task requirements, development needs and organisational policy a.2. managing own work to achieve organisational goals and required results a.3. providing clear direction when devolving responsibility and accountability a.4. monitoring team performance including, mediating and resolving issues surrounding diverse work styles, aspirations, cultures and perspective and maximising positive outcomes for the organisation and the individuals within it a.5. applying techniques to encourage appropriate participation of team/group members in networking with other teams/groups for mutual benefit a.6. researching, interpreting and applying relevant information a.7. providing customer/client service and working effectively with others <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies b.4. customer service standards and procedures b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any team problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to work in a socially diverse environment, including the development and application of the cultural awareness that is required by all people working in the transport and distribution industries. It includes the cultural awareness required for serving customers and working with colleagues from diverse backgrounds.

This unit is equivalent to the Tourism and Hospitality unit THHCOR02A but has been customised to the requirements of the Transport and Distribution Industry.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Communicate with customers and colleagues from diverse backgrounds</p>	<ul style="list-style-type: none"> a. Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity b. Verbal and non-verbal communication takes account of cultural differences c. Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language d. Assistance from colleagues, reference books or outside organisations is obtained when required
<p>2. Deal with cross-cultural misunderstandings</p>	<ul style="list-style-type: none"> a. Issues which may cause conflict or misunderstanding in the workplace are identified b. Difficulties are addressed with the appropriate people and assistance is sought from team leaders c. When difficulties or misunderstandings occur, possible cultural differences are considered d. Efforts are made to resolve the misunderstanding, taking account of cultural considerations e. Issues and problems are referred to the appropriate team leader/supervisor for follow-up

Range Of Variables

WORK IN A SOCIALLY DIVERSE ENVIRONMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace procedures and relevant anti-discrimination and equal employment opportunity regulations b. Work is performed with limited or minimum supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of communication principles and problem-solving techniques to facilitate work in a socially diverse environment
2. Worksite environment	<ul style="list-style-type: none"> a. Cultural differences may include but are not limited to those of the following nature (examples only): <ul style="list-style-type: none"> a.1. race a.2. language a.3. special needs a.4. disabilities a.5. family-structure a.6. age a.7. sexual preference b. Possible cultural differences may include but are not limited to: <ul style="list-style-type: none"> b.1. language spoken b.2. forms of address b.3. levels of formality/informality b.4. non-verbal behaviour b.5. work ethics b.6. personal grooming b.7. family obligations b.8. recognised holidays b.9. special needs b.10. product preferences c. Attempts to overcome language barriers may be made to: <ul style="list-style-type: none"> c.1. meet and greet/farewell customers c.2. give simple directions c.3. give simple instructions c.4. answer simple enquiries c.5. prepare for, serve and assist customers c.6. describe goods and services d. Outside organisations may include but are not limited to: <ul style="list-style-type: none"> d.1. interpretative services d.2. diplomatic services d.3. local cultural organisations d.4. appropriate government agencies d.5. educational institutions e. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> e.1. company plans/procedures e.2. enterprise plans/procedures e.3. organisational plans/procedures e.4. established plans/procedures

Range Of Variables (continued)

WORK IN A SOCIALLY DIVERSE ENVIRONMENT

3. Sources of information/ documents	a. Information may include: a.1. workplace procedures a.2. guideline documents on cultural differences and how to deal with them a.3. documents that provide information on equal employment opportunity principles and obligations and anti-discrimination regulations
4. Applicable regulations and legislation	a. Applicable legislation may include: a.1. Australian and State/Territory anti-discrimination legislation a.2. Australian and State/Territory equal opportunity legislation

Evidence Guide

WORK IN A SOCIALLY DIVERSE ENVIRONMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. be aware of cultural differences amongst colleagues/customers a.2. communicate with customers and colleagues from diverse backgrounds a.3. deal with cross-cultural misunderstandings. <p>b. The focus of this unit will vary depending on the cultural context of the workplace and the cultural background of the individual. Assessment should take account of the cultural variances and requirements that apply in particular situations.</p>
<p>2. Interdependent assessment of units</p>	<p>a. This is a unit that may underpin effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other relevant operational and customer service units.</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Principles of Equal Employment Opportunity (EEO) and anti-discrimination legislation as they apply to individual employees b. Recognition of the different cultural groups in Australian society c. Basic knowledge of the culture of Australia's indigenous and non-indigenous peoples d. Recognition of various international customer groups (as appropriate to the sector and individual workplace) e. Principles that underpin cultural awareness f. Knowledge of what it means to be 'culturally aware' g. Ability to communicate effectively with customers and colleagues from a broad range of backgrounds as required for the relevant job role h. Typical cross-cultural misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them i. Ways of overcoming language barriers in the workplace
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to work in a socially diverse environment, and/or a.2. work in a socially diverse environment in an appropriate range of different situations

Evidence Guide (continued)

WORK IN A SOCIALLY DIVERSE ENVIRONMENT

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. communicating with customers and colleagues from diverse backgrounds a.2. dealing with cross-cultural misunderstandings in the workplace b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. EEO and anti-discrimination regulations b.2. job procedures and work instructions c. Action is taken promptly to report and/or rectify any identified cultural misunderstandings in accordance with company procedures d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others e. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation b. Evidence of competence should relate to different communication and customer service contexts and may need to be collected over a period of time

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	-	1	-

DESCRIPTION:

This unit involves the skills and knowledge required to interpret road maps and navigate routes as part of transport operations including identifying and determining the most appropriate route, and completing required route documentation in accordance with operational requirements.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify and determine the pre-planned route</p>	<ul style="list-style-type: none"> a. Documentation on the pre-determined route is accessed and interpreted b. Relevant street directory and/or road maps are identified and accessed c. Street directory and road map symbols are recognised and interpreted d. Points of departure and destination are identified in a directory index and the information used to locate designated places on the appropriate map e. Directions for a pre-determined route are interpreted and the route traced using a street directory and road map f. Key intersections and other landmarks along the route are identified for use in following the planned route g. Alternative routes are identified for possible contingency situations such as emergencies or traffic delays h. Pre-determined route is correctly followed
<p>2. Complete necessary documentation</p>	<ul style="list-style-type: none"> a. Required route documentation is completed in accordance with purpose of transportation and with workplace requirements

Range Of Variables

INTERPRET ROAD MAPS AND NAVIGATE PRE-DETERMINED ROUTES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations of the relevant State/Territory roads and traffic authorities b. Work is performed under general or limited supervision c. Work involves the application of the basic map reading principles and procedures when interpreting street directories and road maps and following pre-determined routes as part of transport operations
2. Worksite environment	<ul style="list-style-type: none"> a. This unit covers work of transport and distribution personnel involved in the delivery of a range of possible goods and materials including valuables, secured products and documents and materials b. Operations may be conducted in a range of work environments and weather conditions by day or night c. Customers may be internal or external d. Routes will be pre-determined but may include alternative routes to accommodate contingency situations e. Map areas may include: <ul style="list-style-type: none"> e.1. metropolitan areas e.2. country and regional areas e.3. interstate locations f. Depending on the type of transport service being provided, consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. other employees and supervisors f.3. management f.4. other professional or technical staff f.5. private security personnel f.6. public sector security personnel f.7. police and other emergency services f.8. security consultants g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. mobile and fixed phones g.2. radio g.3. oral, aural or signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

INTERPRET ROAD MAPS AND NAVIGATE PRE-DETERMINED ROUTES

VARIABLE	SCOPE
3. Sources of information/documents	<ul style="list-style-type: none">a. Information/documents may include:<ul style="list-style-type: none">a.1. workplace procedures and policiesa.2. route specificationsa.3. maps and street directoriesa.4. published information on route hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible routea.5. competency standards and training materialsa.6. supplier and/or client route documentationa.7. quality assurance proceduresa.8. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant State/Territory road rules and traffic actsa.2. regulations and codes related to the transport of dangerous goods, explosives and hazardous materials

INTERPRET ROAD MAPS AND NAVIGATE PRE-DETERMINED ROUTES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant maps, route requirements and related information a.2. identify and follow a pre-determined route a.3. develop appropriate alternative routes in the event of contingency situations a.4. complete required workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State /Territory permit and licence regulations and requirements b. Operational procedures for interpreting road maps and navigating routes c. Knowledge that may be required when interpreting pre-determined routes or developing contingency routes, including: <ul style="list-style-type: none"> c.1. road conditions for various routes, including sections undergoing road works c.2. height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route c.3. traffic conditions at various times of the day along specific routes c.4. security hazards and issues (where relevant) c.5. current information on accidents or emergencies that might close or restrict traffic on a particular route c.6. location of service stations/rest stops where relevant d. Workplace requirements for recording and documenting route information e. Ability to identify and correctly use maps and other route documentation, including: <ul style="list-style-type: none"> e.1. identification of town and suburb locations e.2. identification of roads and intersections e.3. reading and interpretation of map symbols e.4. estimation of route distances using map information f. Ability to plan for alternative routes in the event of contingencies such as road works, emergencies or delays g. Ability to plan own work including predicting consequences and identifying improvements h. Ability to modify activities depending on differing workplace contexts, risk situations and environments
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to interpret and navigate pre-determined routes, and/or a.2. interpret and navigate pre-determined routes in an appropriate range of transport contexts

INTERPRET ROAD MAPS AND NAVIGATE PRE-DETERMINED ROUTES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant maps, route requirements and related information a.2. identifying and following a pre-determined route a.3. developing appropriate alternative routes in the event of contingency situations a.4. completing required workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant road transport regulations and codes b.2. workplace procedures and instructions concerning the following of pre-determined transport routes b.3. following guidelines and instructions relating to use of maps and street directories b.4. applying quality assurance procedures (where existing) b.5. following security procedures <p>c. Action is taken promptly to report any difficulties in interpreting and/or following a pre-planned route in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to plan and navigate routes as part of transport operations, including interpreting information from a road map or street directory, planning the most appropriate route taking into account pertinent factors, and completing required trip documentation in accordance with operational requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Interpret street maps	<ul style="list-style-type: none"> a. Symbols in a street directory and road map are recognised and interpreted b. Places are identified in a directory index and the information used to locate the places on the appropriate map
2. Plan routes	<ul style="list-style-type: none"> a. Given a location and a destination, the most direct and alternative routes between two points are identified using a map b. A suitable route is selected to ensure the most efficient, safe, secure and legal transport operation taking into account relevant criteria for the transport operation concerned
3. Follow planned route	<ul style="list-style-type: none"> a. Planned route is correctly followed with the aid of the street directory and road map b. Where relevant, geographic regions, tourism features and other places of interest are identified c. Required route documentation is completed in accordance with purpose of transportation and enterprise requirements d. Parking procedures are observed in accordance with enterprise procedures and relevant legislative requirements

Range Of Variables

PLAN AND NAVIGATE ROUTES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations of the relevant State/Territory roads and traffic authorities b. Work is performed under general or limited supervision c. Work involves the application of map reading principles and procedures to the planning and navigation of routes as part of transport operations route
2. Worksite environment	<ul style="list-style-type: none"> a. This unit covers work of transport and distribution personnel involved in the delivery of a range of possible goods and materials including valuables, secured products and documents and materials b. Operations may be conducted in a range of work environments and weather conditions by day or night c. Customers may be internal or external d. Routes will be planned in accordance with workplace guidelines with the development where required of alternative routes to accommodate contingency situations e. Map areas may include: <ul style="list-style-type: none"> e.1. metropolitan areas e.2. country and regional areas e.3. interstate locations f. Route criteria may include: <ul style="list-style-type: none"> f.1. potential hazards f.2. potential road conditions f.3. traffic conditions and flow f.4. workplace operating procedures and requirements f.5. the class of vehicle involved f.6. the type of load being carried f.7. the availability of rest stops along the way g. Potential hazards may include: <ul style="list-style-type: none"> g.1. height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route g.2. accidents and emergencies g.3. extreme weather conditions g.4. security risks h. Depending on the type of transport service being provided, consultative processes may involve: <ul style="list-style-type: none"> h.1. clients h.2. other employees and supervisors h.3. management h.4. other professional or technical staff h.5. private security personnel h.6. public sector security personnel h.7. police and other emergency services h.8. security consultants

Range Of Variables (continued)

PLAN AND NAVIGATE ROUTES

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. mobile and fixed phones i.2. radio i.3. oral, aural or signed communications j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. route specifications a.3. maps and street directories a.4. published information on route hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route a.5. competency standards and training materials a.6. supplier and/or client route documentation a.7. quality assurance procedures a.8. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory road rules and traffic acts a.2. regulations and codes related to the transport of dangerous goods, explosives and hazardous materials

PLAN AND NAVIGATE ROUTES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. determine route requirements in terms of departure point, destination and other critical route information a.2. identify potential hazards associated with the goods to be transported and the routes, timing and destinations a.3. locate, interpret and apply relevant maps and related route information and resources a.4. develop an appropriate transport route in accordance with requirements and workplace procedures a.5. develop alternative routes that could be taken in the event of possible contingency situations a.6. complete required workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State /Territory permit and licence regulations and requirements b. Operational procedures for planning and navigating transport routes c. Knowledge that may be required when planning and navigating transport routes or developing contingency routes, including: <ul style="list-style-type: none"> c.1. road conditions for various routes, including sections undergoing road works c.2. physical hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route c.3. known traffic conditions at various times of the day along specific routes c.4. security hazards and issues (where relevant) c.5. current information on accidents or emergencies that might close or restrict traffic on particular routes c.6. location of service stations/rest stops where relevant d. Workplace requirements for recording and documenting route information e. Ability to identify and correctly use maps and other route documentation, including: <ul style="list-style-type: none"> e.1. identification of town and suburb locations e.2. identification of roads and intersections e.3. reading and interpretation of map symbols e.4. estimation of route distances using map information f. Ability to plan for transport routes to meet workplace requirements g. Ability to plan for alternative routes in the event of contingencies such as road works, emergencies or delays g. Ability to plan own work including predicting consequences and identifying improvements h. Ability to modify activities depending on differing workplace contexts, risk situations and environments
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to plan and navigate a transport route, and/or a.2. plan and navigate routes in an appropriate range of transport contexts

Evidence Guide (continued)

PLAN AND NAVIGATE ROUTES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. determining route requirements in terms of departure point, destination and other critical route information a.2. identifying potential hazards associated with the goods to be transported and the routes, timing and destinations a.3. locating, interpreting and applying relevant maps and related route information and resources a.4. developing an appropriate transport route in accordance with requirements and workplace procedures a.5. developing alternative routes that could be taken in the event of possible contingency situations a.6. completing required workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant road transport regulations and codes b.2. workplace procedures and instructions concerning the planning and navigation of transport routes b.3. following guidelines and instructions relating to use of maps and street directories b.4. applying quality assurance procedures (where existing) b.5. following security procedures <p>c. Action is taken promptly to report any difficulties in interpreting and/or following a pre-planned route in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to coordinate and prioritise courier/delivery operations including identifying work requirements, planning and preparing for work, undertaking work operations, adjusting to changing work priorities, and completing work activities to operational requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Identify work requirements	<ul style="list-style-type: none"> a. Work requirements and specific customer requirements interpreted and, where necessary, clarified b. Pick-up and delivery points are located c. Size, weight and configuration of materials to be couriered are identified d. Equipment required to facilitate pick-up and delivery is identified
2. Plan and prepare for work	<ul style="list-style-type: none"> a. Work is planned based on an analysis of distance, travel times, customer requirements, resource implications and known priorities b. Planned steps and outcomes are checked to ensure conformity with instructions and work requirements c. Work sequence is identified and, where necessary, relayed to base d. Required resources are selected
3. Undertake work operations	<ul style="list-style-type: none"> a. Work operations are undertaken in accordance with plan and quality requirements and within operating capacity of the equipment and operator b. Difficulties/uncertainties occurring during operations are identified and alternative strategies determined c. Pick-up and delivery of materials is undertaken in accordance with workplace quality procedures
4. Adjust to changing work priorities	<ul style="list-style-type: none"> a. Work plan or route is adjusted/modified to meet changing priorities and circumstances b. Changes to work plan are relayed to base
5. Complete work operations	<ul style="list-style-type: none"> a. Work operations are reviewed to ensure outcomes have met customer requirements and quality outcomes b. Workplace documentation is completed c. Operational capacity of equipment is checked and returned to storage area (where applicable) d. Security of goods is maintained in accordance with enterprise procedures

Range Of Variables

PRIORITISE COURIER/DELIVERY OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations for the transport of articles for courier delivery b. Work is performed under generally indirect supervision c. Work involves the application of the basic principles and routine procedures to the prioritisation of courier/delivery operations
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Operations may be undertaken on- or off-base site d. Equipment required to facilitate pick-up and delivery may include: <ul style="list-style-type: none"> d.1. trolleys d.2. lifting devices d.3. rollers d.4. tarpaulins d.5. packing materials d.6. ropes d.7. securing devices e. Difficulties/uncertainties may include: <ul style="list-style-type: none"> e.1. road and traffic conditions e.2. changing weather conditions e.3. time of travel e.4. load requirements e.5. changes in delivery and pick-up instructions f. Hazards may include: <ul style="list-style-type: none"> f.1. vehicular traffic and pedestrians f.2. uneven ground, steps, road surfaces f.3. dust and vapours f.4. hazardous or dangerous materials f.5. humidity, air temperature and radiant heat f.6. light including UV f.7. noise g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. clients h.2. other employees and supervisors h.3. management h.4. union representatives h.5. industrial relations, Occupational Health and Safety specialists h.6. other professional or technical staff

Range Of Variables (continued)

PRIORITISE COURIER/DELIVERY OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>i. Communication in the work area may include:</p> <ul style="list-style-type: none"> i.1. fixed phone i.2. mobile phone i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. sunglasses and UV protection j.4. two-way radios j.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. operations manuals a.2. induction documentation a.3. competency standards and training materials a.4. manufacturer's specifications for relevant equipment a.5. Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail/courier items a.6. workplace procedures and policies for the prioritisation of courier/delivery operations a.7. supplier and/or client instructions a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory roads and traffic authority road rule and licence requirements a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail a.3. relevant State/Territory environmental protection legislation a.4. relevant State/Territory OHS legislation

PRIORITISE COURIER/DELIVERY OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select appropriate methods to secure mail/items for delivery a.2. identify and clarify pick-up and courier/delivery requirements a.3. plan and prepare for courier activities a.4. identify and respond to uncertainties and difficulties in courier/delivery operations a.5. adjust to changing priorities within work operations a.6. identify hazards associated with the courier/delivery operations a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information a.9. complete and review courier operations a.10. identify and safely handle equipment required to sort and store mail a.11. apply hierarchy of hazard control a.12. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State /Territory mass and loading regulations b. OHS procedures and guidelines relevant to courier/delivery operations c. Risks in courier/delivery operations and related precautions to control the risk d. Workplace procedures and policies for the coordination and prioritisation of courier/delivery operations e. Housekeeping standards and procedures required in the workplace f. Requirements of courier work systems/operations and relevant equipment g. Methods and strategies for the prioritisation of courier/delivery operations h. Ability to identify and correctly use equipment required when coordinating courier/delivery operations i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to estimate the size, shape and special delivery requirements of mail articles
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to coordinate and prioritise courier/delivery operations, and/or a.2. coordinate and prioritise courier/delivery operations in an appropriate range of operational contexts

PRIORITISE COURIER/DELIVERY OPERATIONS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. selecting appropriate methods to secure mail/items for delivery a.2. identifying and clarifying pick-up and courier/delivery requirements a.3. planning and preparing for courier activities a.4. identifying and responding to uncertainties and difficulties in courier/delivery operations a.5. adjusting to changing priorities within work operations a.6. identifying hazards associated with courier/delivery operations a.7. using appropriate communication strategies and equipment a.8. locating, interpreting and applying relevant information a.9. completing and reviewing courier operations a.10. identifying and safely handling equipment required to sort and store mail a.11. applying hierarchy of hazard control a.12. using safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Dangerous Goods Code and other regulations pertaining to courier/delivery operations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions for the prioritisation of courier/delivery operations b.4. relevant guidelines relating to the use of required equipment b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any potential difficulties in courier operations of mail in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to mail, delivery items, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

TDTH401A IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS

Field H Route Planning and Navigation

DESCRIPTION:

This unit involves the skills and knowledge required to identify, and describe major roads, services and attractions as part of transport operations including the local geographical details and features of major roads, transport interchanges, suburbs, landmarks, public services and facilities, tourist attractions and central business districts. It covers the knowledge and skills required by taxi drivers, bus/coach drivers and other transport operators to locate roads, services and attractions both on a map and, where required, physically.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Locate all major roads, highways and suburbs in a metropolitan area</p>	<p>a. Major roads are identified and located on a map and/or physically</p> <p>b. Suburbs along, and at the end of, major roads are identified and located on a map and/or physically</p> <p>c. Suburbs accessed by on- and off-freeway ramps are identified and located on a map and/or physically</p> <p>d. The main suburbs, with relation to geographical sectors (east, west, north and south) are identified in order of closest proximity to the central business district</p> <p>e. Bus/taxi lanes into and out of the central business district are located on a map and/or physically</p>
<p>2. Locate transport interchanges, jetties, ports, stations and terminals</p>	<p>a. Major transport interchanges, jetties, ports, terminals and stations are located on a map and/or physically</p> <p>b. Major connecting roads entering and exiting main transport interchanges, terminals, jetties, ports and rail stations are identified and located on a map and/or physically</p> <p>c. Established taxi ranks at main transport interchanges, jetties, ports, terminals and stations are located on a map and/or physically</p> <p>d. Special transport, safety, taxi and/or financial requirements for entering and exiting main transport interchanges, jetties, ports, terminals and stations are observed</p>
<p>3. Identify main public services and facilities</p>	<p>a. Maps and other geographical and tourist information are identified and accessed in accordance with workplace procedures</p> <p>b. Key tourist locations are located both on a map and/or physically, and their features described</p> <p>c. Key public services are located on a map and/or physically and described</p> <p>d. Main scenic routes, places and landmarks of interest to tourists are able to be determined and features described in an appropriate manner</p>

- 4 Locate key features in a central business district
- a. Streets, major buildings and traffic flow directions of the central business district and city centre are identified and located both on a map and/or physically
 - b. City hotels are identified and located both on a map and/or physically
 - c. Exit and entry points to the city are determined in relation to a final destination
 - d. Transport interchanges and main taxi ranks in the city centre and central business district are identified and located both on a map and/or physically

Range Of Variables

IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant transport regulations and workplace procedures b. Work is performed under general or limited supervision c. Work involves the application of basic research and map reading principles and procedures to the location of roads, services and attractions both on a map and, where required, physically
2. Worksite environment	<ul style="list-style-type: none"> a. This unit covers work of transport personnel who need to locate roads, services and attractions as part of transport operations. It includes all road transport passenger-carrying vehicles. It is specifically suited to the drivers of taxicabs, small charter vehicles, coaches, limousines and private charter vehicles involving the transport of passengers, including tourists. b. Operations may be conducted in a range of work environments including: <ul style="list-style-type: none"> b.1. operations conducted day or night b.2. in the vehicle, on the road, both stationary and mobile b.3. travel service within a metropolitan or regional district b.4. in a range of typical weather conditions b.5. transport of fare-paying passengers including tourists c. Road conditions and traffic flows might include: <ul style="list-style-type: none"> c.1. wet or stormy weather c.2. fog and/or low lying cloud resulting in poor visibility c.3. peak-hour traffic congestion c.4. road-accidents and obstructions impeding traffic flow c.5. road works d. Map areas may include: <ul style="list-style-type: none"> d.1. metropolitan areas d.2. country and regional areas d.3. interstate locations e. Tourist locations may include: <ul style="list-style-type: none"> e.1. sporting, entertainment and recreational venues such as horse racing venues, sporting venues and stadiums, theatres, entertainment centres, ballrooms, cinemas, casinos and gaming venues, river and coastal entertainment and recreational locations, main golf courses, show grounds, adventure and marine parks e.2. tourist centres and major hotels/motels e.3. main tourist attractions in specified areas e.4. significant cultural and arts centres and venues such as cultural centres, museums, art galleries, state library, concert halls, theatres e.5. significant historical buildings in specified areas e.6. vineyard districts (where relevant) e.7. main coastal attractions and landmarks (where relevant) such as bays, beaches, buildings, restaurants, look-out points, marinas and boat harbours

Range Of Variables (continued)

IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> f. Public service locations may include: <ul style="list-style-type: none"> f.1. public/secondary schools and tertiary education institutions f.2. all main public hospitals, emergency entrances (and existing taxi ranks servicing the hospitals) f.3. main police, ambulance and fire stations f.4. major suburban shopping centres f.5. main public parks and reserves such as botanical gardens, public parks and gardens, wetland areas, and nature reserves g. Transport interchanges may include: <ul style="list-style-type: none"> g.1. domestic and international airports and terminals for private and commercial airplanes g.2. sea and river ports, jetties and terminals g.3. bus station interchanges g.4. commuter and long distance railway stations h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. mobile and fixed phones h.2. radio h.3. oral, aural or signed communications i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace protocols, procedures and policies a.2. route specifications a.3. maps and street directories a.4. tourism information a.5. published information on roads, services and attractions a.6. relevant State/Territory road rules and traffic acts a.7. competency standards and training materials a.8. customer requirements a.9. quality assurance procedures a.10. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory regulations, road rules and traffic acts a.2. relevant State/Territory OHS regulations and procedures

IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and locate all main arterial roads a.2. identify entry and access to major road systems a.3. identify and locate metropolitan suburbs a.4. select the most appropriate routes, entering and exiting the city centre a.5. identify roads and suburbs connecting with freeways and transport interchanges, terminals, jetties, ports and stations a.6. identify and locate main hotels, motels and tourist attractions a.7. identify city centre streets, major buildings and traffic flows a.8. complete required workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory regulations and road laws b. Workplace procedures for identifying and locating roads, services and attractions c. Knowledge that may be required when locating roads, services and attractions, including: <ul style="list-style-type: none"> c.1. main arterial roads c.2. entry and access points to major road systems c.3. location of metropolitan suburbs c.4. most appropriate routes for entering and exiting a city centre c.5. roads and suburbs connecting with freeways and transport interchanges, terminals, jetties, ports and stations c.6. location of main hotels, motels and tourist attractions in a specified area c.7. location of city centre streets and major buildings and traffic flows c.8. bus and emergency lane usage c.9. restrictions to traffic movement at major intersections c.10. traffic patterns and densities c.11. road signs and route markers d. Ability to identify and correctly use maps and other information about the location and features of roads, services and attractions e. Ability to physically locate identified roads, services and attractions (i.e. driving to the location) f. Ability to plan own work including predicting consequences and identifying improvements g. Ability to modify activities depending on differing workplace contexts, risk situations and environments h. Ability to monitor and anticipate traffic hazards i. Ability to select approved and most economic routes

Evidence Guide (continued)

IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to identify and locate roads, services and attractions, and/or</p> <p>a.2. identify and locate roads, services and attractions in an appropriate range of transport contexts</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. identifying and locating all main arterial roads</p> <p>a.2. identifying entry and access to major road systems</p> <p>a.3. identifying and locating metropolitan suburbs</p> <p>a.4. selecting the most appropriate routes, entering and exiting the city centre</p> <p>a.5. identifying roads and suburbs connecting with freeways and transport interchanges, terminals, jetties, ports and stations</p> <p>a.6. identifying and locating main hotels, motels and tourist attractions</p> <p>a.7. identifying city centre streets, major buildings and traffic flows</p> <p>a.8. completing required workplace records and documentation</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant road transport regulations and codes</p> <p>b.2. workplace procedures and instructions concerning identification and location of roads, services and attractions</p> <p>b.3. following guidelines and instructions relating to use of maps and street directories and tourist information</p> <p>b.4. applying quality assurance procedures (where existing)</p> <p>c. Action is taken promptly to report any difficulties in identifying/locating roads, services and attractions in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to coordinate quality customer service in operations including planning to meet internal and external customer requirements, ensuring delivery of quality service, and monitoring, adjusting and reporting customer service.

ELEMENT	PERFORMANCE CRITERIA
1. Plan to meet internal and external customer requirements	<ul style="list-style-type: none"> a. The needs of customers are researched, understood and assessed, and taken into account in the planning of the company's products and services b. Provision is made in plans to achieve the quality, time and costs specifications agreed with customers
2. Ensure delivery of quality service	<ul style="list-style-type: none"> a. Individual/team performance consistently meets quality, safety, resource and delivery standards b. Coaching and mentoring assists colleagues overcome difficulty in meeting customer service standards c. Delivery of services and products is coordinated and managed to ensure it effectively and efficiently meets agreed quality standards
3. Monitor, adjust and report customer service	<ul style="list-style-type: none"> a. Company's systems are used to monitor progress in achieving product/service targets and standards b. Customer feedback is sought and used to improve the provision of products/services c. Decisions to overcome identified problems with products/services are made in consultation with relevant individuals/groups d. Adjustments/recommendations (as required) are made to products/services e. Those who have a role in products/services planning and delivery are informed of changes f. Records, reports and recommendations are managed within the company's systems and processes

Range Of Variables

COORDINATE QUALITY CUSTOMER SERVICE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations b. Work is performed under general supervision c. Work involves the application of the routine procedures to the coordination of quality customer service
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Operations may be undertaken on- or off-base site or workplace d. Coordination of workplace policies for the provision of customer service may include: <ul style="list-style-type: none"> d.1. level of service provision d.2. scheduling of operations d.3. delivery of services e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. clients e.2. other employees and supervisors e.3. management e.4. union representatives e.5. industrial relations and OHS specialists e.6. other professional or technical staff e.7. local government authorities f. Hazards may include: <ul style="list-style-type: none"> f.1. vehicular traffic and pedestrians f.2. uneven ground, steps, road surfaces f.3. dust and vapours f.4. hazardous or dangerous materials f.5. humidity, air temperature and radiant heat f.6. light including UV f.7. noise g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. fixed phone h.2. mobile phone h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. oral, aural or signed communications

Range Of Variables (continued)

COORDINATE QUALITY CUSTOMER SERVICE

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. operations manuals a.2. induction documentation a.3. competency standards and training materials a.4. manufacturer's specifications for relevant equipment a.5. Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail a.6. workplace procedures and policies for the preparation of mail for delivery a.7. supplier and/or client instructions a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. customer service and quality assurance standards and procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State /Territory roads and traffic authority road rule and licence requirements a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail a.3. relevant State/Territory environmental protection legislation a.4. relevant State/Territory OHS legislation

COORDINATE QUALITY CUSTOMER SERVICE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. manage work to achieve required outcomes a.2. operate within budget(s) a.3. identify means to improve service to customers a.4. consult appropriately to introduce (any) required improvements to customer service provision a.5. use information management systems a.6. provide customer/client service and work effectively with colleagues a.7. adapt customer service implementation systems to particular purposes a.8. support group members to implement improved customer service a.9. communicate effectively in writing a.10. respond appropriately to telephone and verbal inquiries a.11. use appropriate communication strategies and equipment a.12. locate, interpret and apply relevant information a.13. maintain workplace records and documentation a.14. identify and safely handle equipment required to sort and store mail a.15. apply hierarchy of hazard control a.16. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State /Territory standards, regulations and codes of practice b. OHS procedures and guidelines relevant to workplace operations c. Risks involved in workplace operations and related precautions to control the risk d. Workplace procedures and policies for the coordination of quality customer services in workplace operations e. Customer and market characteristics f. The role of customer service in company profitability g. Requirements of workplace systems/operations and relevant equipment h. Ability to identify and correctly use equipment, processes and procedures i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to apply relevant agreements, codes of practice or other legislative requirements to work processes
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to coordinate quality customer service in workplace operations, and/or a.2. coordinate quality customer service in an appropriate range of workplace contexts

COORDINATE QUALITY CUSTOMER SERVICE

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. managing work to achieve desired required outcomes a.2. operating within budget(s) a.3. identifying means to improve service to customers a.4. consulting appropriately to introduce (any) required improvements to customer service provision a.5. using information management systems a.6. providing customer/client service and working effectively with colleagues a.7. adapting customer service implementation systems to particular purposes a.8. supporting group members to implement improved customer service <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Dangerous Goods Code and other regulations pertaining to workplace operations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions related to the coordination of quality customer services b.4. relevant guidelines relating to the use of required equipment b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any potential customer service problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to apply routine customer service skills to relevant workplace operations including dealing with customer inquiries, monitoring customer satisfaction and taking appropriate action to satisfy customer needs.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Deal with customer inquiries</p>	<ul style="list-style-type: none"> a. Customer inquiries are dealt with courteously and efficiently both by phone and face to face b. Questions are used to clarify the customer's needs or concerns c. Assistance from other staff is sought when a customer's inquiry cannot be fully answered d. Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs e. Customer inquiries and associated action are recorded and reported in accordance with workplace procedures
<p>2. Monitor customer satisfaction</p>	<ul style="list-style-type: none"> a. Customer is greeted cordially in accordance with workplace procedures b. Customer requirements are dealt with according to workplace procedures c. Special needs are addressed within workplace policies d. Appropriate feedback is provided to managers and internal and/or external customers

Range Of Variables

APPLY CUSTOMER SERVICE SKILLS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace standards and procedures for the provision of customer service b. Work is performed under supervision c. Work involves the application of established routine customer service principles and procedures to day-to-day interactions with internal and external customers during workplace operations
2. Worksite environment	<ul style="list-style-type: none"> a. Customer service is provided in all areas of transport, distribution and storage including the provision of a range of services and/or the collection, movement, storage and delivery of equipment, goods, materials and various forms of freight b. Workplace activities may be conducted by day or night in any weather conditions c. Customers may be internal or external d. Requirements for work may include: <ul style="list-style-type: none"> d.1. site restrictions and procedures d.2. relevant domestic and international regulations d.3. security procedures d.4. communications equipment d.5. hours of operation d.6. authorities and permits d.7. use of safety and personal protection equipment e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. existing and potential customers/clients e.2. other employees and supervisors e.3. suppliers e.4. manufacturers e.5. relevant authorities e.6. management e.7. union representatives e.8. OHS specialists e.9. other maintenance, professional or technical staff f. Communications systems may involve: <ul style="list-style-type: none"> f.1. face-to-face conversation f.2. telephone f.3. fax f.4. email f.5. electronic data transfer of information (EDI) f.6. mail g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. workplace procedures g.3. organisational procedures g.4. established procedures

Range of Variables (continued)

APPLY CUSTOMER SERVICE SKILLS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and customer service standards a.2. job specifications a.3. operations manuals and instructions a.4. induction documentation a.5. competency standards and training materials a.6. manufacturer's specifications, instructions and advice including material safety data sheets a.7. workplace operating procedures and policies a.8. supplier and/or client instructions a.9. relevant Australian and international regulations, codes, standards and certification requirements a.10. OHS procedures a.11. quality assurance procedures a.12. emergency procedures a.13. customer service manuals
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory and international regulations, codes and procedures a.2. relevant Australian and international standards and certification requirements a.3. dangerous goods and hazardous substances codes and regulations a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory environmental protection legislation a.6. relevant anti-discrimination legislation a.7. relevant privacy and confidentiality legislation a.8. relevant freedom of information requirements

APPLY CUSTOMER SERVICE SKILLS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. analyse process functions and problems a.2. apply customer service policies, standards and procedures a.3. use appropriate workplace language and communication technologies a.4. locate, interpret and apply relevant information a.5. maintain workplace records
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant duty of care responsibilities b. Relevant OHS and environmental procedures and regulations c. Workplace procedures relevant to work activities d. Customer service policies and procedures e. Products and/or services provided by the workplace concerned f. Sources of information/documentation needed for workplace operations g. Types of operations carried out in the workplace concerned h. Ability to read and interpret instructions, procedures and labels relevant to work activities i. Ability to write simple reports and records of inquiries j. Ability to effectively handle customer queries and complaints k. Ability to effectively use interpersonal skills l. Ability to use appropriate communication skills, including telephone techniques
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply customer service skills within workplace activities, and/or a.2. apply customer service skills within workplace activities in an appropriate range of operational contexts

Evidence Guide (continued)

APPLY CUSTOMER SERVICE SKILLS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. analysing process functions and problems a.2. applying customer service policies, standards and procedures a.3. using appropriate workplace language and communication technologies a.4. locating, interpreting and applying relevant information a.5. maintaining workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant duty of care responsibilities b.2. OHS policies and procedures b.3. customer service procedures and standards b.4. quality assurance procedures (where existing) b.5. workplace procedures and instructions (including security and housekeeping procedures) b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified customer service problems/complaints in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to provide customer service for local and overseas passengers in transport vehicles/vessels. This includes monitoring and addressing passenger needs, preparing and delivering commentaries, resolving problems and conflicts involving customers, and liaising with the suppliers of tourism products to ensure appropriate materials and services are obtained and made available to service customer needs.

ELEMENT	PERFORMANCE CRITERIA
1. Monitor and address passenger needs	<ul style="list-style-type: none"> a. Circumstances affecting passengers' needs and comfort are monitored and action taken in accordance with company procedures b. Needs of all types of passengers are acknowledged and appropriate assistance provided c. Passengers are advised on the operation of internal vehicle/vessel facilities and the benefits of wearing seat belts, where relevant d. Risks to passenger safety are identified and appropriate action initiated to minimise the risk e. Passengers are suitably advised of any safety risk and the action being taken f. Tact, courtesy, friendliness and patience are demonstrated at all times when dealing with passengers g. Passenger inquiries and requests are received and resolved with minimal delays h. Passenger inquiries and associated action are recorded and reported in accordance with company procedures
2. Prepare and deliver commentaries	<ul style="list-style-type: none"> a. Comprehensive briefings are delivered clearly and precisely b. Commentary presentations are well researched and delivered clearly and at precise timings c. Additional information is provided in response to questions d. Audiovisual equipment is correctly and safely operated, where installed
3. Implement conflict resolution strategies	<ul style="list-style-type: none"> a. Conflict and difficult situations are recognised and fair solutions are negotiated equitably b. Conflicts which are unable to be resolved are referred to a higher authority c. Opportunities to enhance the quality of the service are taken, particularly in conflict situations
4. Communicate with suppliers	<ul style="list-style-type: none"> a. Liaison is maintained with suppliers of tourism products and/or information to obtain accurate and comprehensive information on products available to meet customer needs b. Needs for tourism products and/or information are appropriately communicated to relevant company personnel

Range Of Variables

PROVIDE CUSTOMER SERVICE IN TRANSPORT VEHICLES/VESSELS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Customer service will be carried out in accordance with tourism and transport industries codes of practice and/or company procedures b. Customer service will be provided with limited or minimum supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes c. Customer service involves the application of routine service principles and procedures to fulfil the information, comfort and other needs of both local and overseas tourism customers travelling in transport vehicles/vessels
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle/vessel may include all transport vehicles/vessels providing services to local and overseas customers that may involve commentaries, answers to questions, and resolution of problems and conflict situations, including coaches, buses, taxis, hire cars, trams, trains, and tourism vessels and ferries on both short or long journeys/voyages, as required. b. Equipment may include: <ul style="list-style-type: none"> b.1. public address audio b.2. video players and videotapes b.3. audiotape/CD players and tapes/CDs b.4. interactive computer/video equipment
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. tourism industry codes of practice or recommended procedures a.2. company instructions and customer service procedures a.4. tourism information including pamphlets, brochures and booklets a.5. video and audio cassettes and CDs
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable procedures and codes may include: <ul style="list-style-type: none"> a.1. relevant State/Territory regulations concerning tourism and transport operations as they relate to customer service and safety in tourism vehicles/vessels a.2. relevant State/Territory OHS legislation

PROVIDE CUSTOMER SERVICE IN TRANSPORT VEHICLES/VESSELS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. monitor and address passenger needs a.2. maintain the safety of passengers a.3. respond to passenger questions and queries a.4. prepare and deliver commentaries to passengers using appropriate equipment a.5. implement conflict resolution strategies a.6. liaise with suppliers of relevant tourism products
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of the job role of a person providing customer services to tourism passengers on a transport vehicle/vessel</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory regulations and industry codes of practice concerning tourism and transport operations as they relate to customer service and safety in tourism vehicles/vessels b. Relevant OHS and environmental procedures and regulations c. Company customer service policies and procedures d. Relevant tourism products, services and/or operations e. Route information f. Local knowledge of features, history, landmarks and other items of interest to tourist passengers g. Special needs of persons with disabilities h. Special needs of different community sectors/cultures i. Procedures for the use of audiovisual equipment j. Procedures for the use of communications equipment k. Procedures for the handling of customer questions, complaints and conflicts l. Ability to research information to serve customer needs m. Ability to conduct presentations to tourist passengers n. Ability to interact effectively with passengers o. Ability to provide leadership in the provision of customer service to tourism passengers
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to provide customer service to passengers on a transport vehicle/vessel, and/or a.2. provide customer service to passengers on a transport vehicle/vessel in an appropriate range of operational situations

PROVIDE CUSTOMER SERVICE IN TRANSPORT VEHICLES/VESSELS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. monitoring and addressing passenger needs a.2. maintaining the safety of passengers a.3. preparing and delivering commentaries a.4. responding to passenger questions and queries a.5. implementing conflict resolution strategies a.6. communicating with suppliers of relevant tourism products <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant industry codes of practice as they relate to customer service for tourist passengers b.2. OHS policies and procedures b.3. company customer service procedures and work instructions b.4. relevant audiovisual equipment manufacturer's guidelines relating to the operation of audiovisual equipment and other tourism equipment and products <p>c. Action is taken promptly to report and/or rectify any identified conflict situations or problems involving passengers in accordance with company procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to manage camping procedures for tour operations including preparing for a camping tour, overseeing the establishment of a camp site, and supervising the vacation of the campsite in accordance with regulations and workplace procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for camping tour	<ul style="list-style-type: none"> a. Camping equipment requirements are identified and obtained b. All equipment is checked for serviceability and damage prior to commencement of tour c. Damaged items are repaired or replaced in accordance with workplace policy d. All consumables required for the tour are determined and obtained in accordance with workplace procedures prior to commencement of tour
2. Oversee the establishment of the camp site	<ul style="list-style-type: none"> a. A suitable, level campsite is selected b. Unloading of equipment and erection and commissioning of camping equipment is supervised c. Appropriate arrangements are made with the host/cook for meals and other services during camping activity d. Participants are advised of health and safety requirements and precautions including the safe use of fires
3. Vacate the campsite	<ul style="list-style-type: none"> a. The procedures for the vacation of the campsite are supervised in accordance with workplace procedures b. The campsite is inspected for cleanliness and misplaced equipment in accordance with regulations and workplace procedures

Range Of Variables

MANAGE CAMPING PROCEDURES FOR COACHES AND BUSES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and permit requirements pertaining to camping activities conducted as part of tour operations b. Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine procedures to manage camping activities across a variety of tour operation contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Camping operations are those carried out as part of tour operations, including coaches, buses and other relevant tourism vehicles b. Campsite operations may be carried out in any transport environment, including operations conducted at day or night and typical weather conditions c. Procedures for the vacation of a campsite may include: <ul style="list-style-type: none"> c.1. dismantling of equipment c.2. cleaning of the equipment and site c.3. loading of coach/vehicle/trailer c.4. extinguishing of fires d. Camping hazards may include (examples only): <ul style="list-style-type: none"> d.1. fire or explosion d.2. flood d.3. animals d.4. poisonous insects, spiders and snakes d.5. damaged or faulty equipment e. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> e.1. company procedures e.2. enterprise procedures e.3. organisational procedures e.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. relevant State/Territory regulations and permit requirements pertaining to camping activities a.2. workplace camping instructions and procedures a.3. equipment manufacturer's instructions, specifications and recommended procedures, including pre-operational checks of equipment a.4. emergency procedures a.5. camping tour log book or record book (where required)
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable procedures and codes may include: <ul style="list-style-type: none"> a.1. relevant State/Territory regulations and requirements pertaining to camping operations a.2. relevant State/Territory OHS legislation a.3. relevant State/Territory food and health regulations a.4. relevant State/Territory environmental protection legislation

MANAGE CAMPING PROCEDURES FOR COACHES AND BUSES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare for camping activities on tours a.2. carry out pre-operational checks of camping equipment a.3. manage established camping activities a.4. respond appropriately to participants' needs and requests a.5. follow OHS and environmental protection procedures and regulations a.6. follow emergency procedures when required a.7. complete required documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with the other units that form part of a worker's job role</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulations and permit requirements pertaining to camping activities b. Relevant OHS and environmental procedures and regulations c. Workplace camping procedures d. Relevant camping equipment and instructions for its use e. Customer service policies and procedures f. Special needs of persons with disabilities g. Special needs of different community sectors/cultures h. Local knowledge including camping areas and facilities i. Procedures to be followed in the event of a camping emergency j. Skills required to manage camping operations, including: <ul style="list-style-type: none"> j.1. effective communication skills j.2. complaint and conflict handling skills j.3. customer service skills j.4. ability to identify and correctly use equipment j.5. ability to modify activities depending on differing workplace contexts, risk situations and environments
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to manage camping operations during a tour, and/or a.2. manage camping operations in an appropriate range of tour situations

MANAGE CAMPING PROCEDURES FOR COACHES AND BUSES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. preparing for camping activities on tours a.2. carrying out pre-operational checks of camping equipment a.3. managing established camping activities a.4. responding appropriately to participants' needs and requests a.5. following OHS and environmental protection procedures and regulations a.6. following emergency procedures when required a.7. completing required documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant State/Territory regulations and permit requirements pertaining to camping operations b.2. OHS policies and procedures b.3. identification of camping hazards and the use of appropriate risk/hazard management techniques b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. equipment manufacturer's guidelines b.6. environmental protection procedures when managing camping operations <p>c. Action is taken promptly to report and/or rectify any problems or emergencies in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail and without injury to self or others or damage to equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to market services and products to clients including recognising and acting upon opportunities to promote products and services, establishing and maintaining contact with clients, and negotiating and closing sales in accordance with statutory retail practice and workplace procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Recognise opportunities to promote products and services	<ul style="list-style-type: none"> a. Products and services available for on-selling from the enterprise are identified b. Technical specifications and application(s) of products and services are identified c. Applicability of products and or services are matched to particular clients or client groups d. Features of products and services (including technical specifications) are explained in relation to customer requirements or potential requirements e. Where appropriate, clients are referred to expert personnel or services
2. Establish and maintain contact with clients	<ul style="list-style-type: none"> a. Communication with clients is established and maintained to develop a professional relationship b. Clients are informed of the full range of business products c. Follow-up contacts with clients are made on client request and in accordance with enterprise policy
3. Negotiate sales	<ul style="list-style-type: none"> a. Potential sales opportunities are recognised and acted upon b. Negotiations with clients maintain enterprise professional standards and client satisfaction
4. Close sales	<ul style="list-style-type: none"> a. Documentation of the agreement is completed in accordance with enterprise policy, incorporating any special requirements b. Contact with customers is maintained until sale is completed c. After-sales service is provided in accordance with enterprise procedures and statutory requirements

Range Of Variables

MARKET SERVICES AND PRODUCTS TO CLIENTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in marketing services and products to clients b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives d. Work involves responsibility for marketing services and products to clients and the provision of leadership of others either individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and/or small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Products may be existing or potential e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. existing and potential customers/clients e.2. other employees and supervisors e.3. suppliers e.4. manufacturers e.5. relevant authorities e.6. management e.7. union representatives e.8. OHS specialists e.9. other maintenance, professional or technical staff f. Communications systems may involve: <ul style="list-style-type: none"> f.1. face-to-face conversation f.2. telephone f.3. fax f.4. email f.5. electronic data transfer of information (EDI) f.6. mail g. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> g.1. company plans/procedures g.2. enterprise plans/procedures g.3. organisational plans/procedures g.4. established plans/procedures

Range Of Variables (continued)

MARKET SERVICES AND PRODUCTS TO CLIENTS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures for the marketing of services and products a.2. current and potential customer/client instructions and assessed requirements a.3. customer service standards and procedures a.4. workplace products and services information a.6. quality assurance standards and procedures a.7. relevant agreements, codes of practice including the national standards for services and operations a.8. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.9. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.10. legislation, regulations and related documentation relevant to business operations a.11. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. trading regulations relevant to business operations a.3. relevant Australian and State/Territory OHS legislation a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

MARKET SERVICES AND PRODUCTS TO CLIENTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. manage sales of products and services to achieve business goals and key performance indicators a.2. use product and market knowledge to improve services and work processes a.3. develop and maintain positive, professional relationships with customers a.4. mediate and resolve issues involving customers to maximise positive outcomes for the organisation and the customer a.5. maintain workplace records and appropriate statistical data a.6. develop relationships with clients and potential clients to assist in achieving goals/results a.7. locate, interpret and apply relevant information to assist clients to identify relevant products and services a.8. communicate effectively in writing and orally to explain business services
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the marketing of services and products to clients d. Relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality e. Strategies to implement continuous improvement processes f. Focus of operation of marketing systems and resources g. Typical problems that can occur when marketing services and products to clients and related appropriate action that can be taken h. Ability to survey and assess market requirements i. Ability to negotiate and work effectively with others j. Ability to plan work activities, including predicting consequences and identifying improvements k. Ability to identify improvements to services, resource allocation and use l. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to market services and products to clients, and/or a.2. market services and products to clients in an appropriate range of operational contexts

MARKET SERVICES AND PRODUCTS TO CLIENTS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. managing sales of products and services to achieve business goals and key performance indicators a.2. using product and market knowledge to improve services and work processes a.3. developing and maintaining positive, professional relationships with customers a.4. mediating and resolving issues involving customers to maximise positive outcomes for the organisation and the customer a.5. maintaining workplace records and appropriate statistical data a.6. developing relationships with clients and potential clients to assist in achieving goals/results a.7. locating, interpreting and applying information to assist clients to identify relevant products and services a.8. communicating effectively in writing and orally to explain business services <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the marketing of services and products to clients b.4. relevant guidelines relating to confidentiality of customers, clients and materials carried b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any marketing problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to provide information on freight forwarding services to customers, including dealing with customer freight forwarding inquiries and explaining the processes and parameters of freight forwarding services.

ELEMENT	PERFORMANCE CRITERIA
1. Deal with customer freight forwarding inquiries	<ul style="list-style-type: none"> a. Customer inquiries are dealt with courteously and efficiently b. Questions are used to clarify customer requirements, needs or concerns c. Information is accurately conveyed to the customer in a manner consistent with their level of understanding d. Areas not effectively dealt with are forwarded to other workplace personnel or external individuals/authorities in accordance with workplace procedures e. Follow-up procedures are undertaken in accordance with workplace procedures
2. Explain the process of freight forwarding	<ul style="list-style-type: none"> a. The freight forwarding chain of operations is explained to customers b. Parameters of freight forwarding services relevant to customer requirements are explained in accordance with company procedures c. Documentation concerning service provision is forwarded to the customer in accordance with workplace procedures

Range Of Variables

PROVIDE FREIGHT FORWARDING SERVICES TO CUSTOMERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to the provision of freight forwarding information to customers
2. Worksite environment	<ul style="list-style-type: none"> a. Customer information may include: <ul style="list-style-type: none"> a.1. business structure a.2. general freight forwarding requirements a.3. legislative requirements a.4. information on export clearances a.5. documentation services a.6. freight charges b. Workplace activities may be conducted by day or night in any weather conditions c. Customers may be internal or external d. Environment may include movement of equipment, goods, materials and vehicular traffic e. Requirements for work may include: <ul style="list-style-type: none"> e.1. freight forwarding protocols and procedures e.2. communications equipment e.3. workplace operations e.4. authorities and permits e.5. hours of operation e.6. relevant regulations f. Parameters of freight forwarding services relevant to customer requirements may include: <ul style="list-style-type: none"> f.1. procedures for forwarding freight f.2. type of transport modes f.3. various consignment methods f.4. relevant legislative requirements f.5. required import/export documentation and requirements f.6. insurance requirements f.7. service costs f.8. payment requirements and procedures f.9. fiduciary and legal responsibilities of either party g. Communications systems may involve: <ul style="list-style-type: none"> g.1. face-to-face conversation g.2. telephone g.3. fax g.4. email g.5. electronic data transfer of information (EDI) g.6. mail

Range of Variables (continued)

PROVIDE FREIGHT FORWARDING SERVICES TO CUSTOMERS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Consultative processes may involve:</p> <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. international and domestic agents, suppliers, clients h.3. relevant authorities and institutions h.4. management h.5. OHS specialists h.6. other professional or technical staff <p>i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. operations manuals, job specifications and procedures and induction documentation a.2. competency standards and training materials a.3. manufacturer's/client specifications, instructions a.4. workplace operating procedures and policies a.5. supplier and/or client instructions a.6. Australian and International standards, criteria and certification requirements a.7. communications technology equipment, oral, aural or signed communications a.8. quality assurance procedures a.9. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. regulations and codes of practice for the local and international transport of freight a.2. relevant regulations for the import and export of cargo a.3. Australian and international standards and certification requirements a.4. relevant State/Territory OHS legislation a.5. relevant regulations pertaining to trading and financial transactions a.6. relevant State/Territory environmental protection legislation

PROVIDE FREIGHT FORWARDING SERVICES TO CUSTOMERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. provide information to customers on freight forwarding operations a.2. advise on procedures and protocols for forwarding various cargo to different destinations a.3. advise on relevant export regulations and required documentation a.4. maintain enterprise records and documentation a.5. respond to customer inquiries effectively and efficiently
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant codes of practice and legislative requirements including local and international freight regulations b. Relevant OHS and environmental procedures and regulations c. Procedures and protocols for the provision of freight forwarding information to customers d. Sources of information/documentation needed when providing freight forwarding information to customers e. Customer service policies and procedures f. Ability to read and interpret instructions, procedures and labels relevant to the forwarding of freight g. Ability to locate, interpret and apply relevant information h. Ability to apply relevant codes of practice and legislative requirements including local and international freight i. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise the export of cargo, and/or a.2. organise the export of cargo in an appropriate range of operational transport and distribution contexts

PROVIDE FREIGHT FORWARDING SERVICES TO CUSTOMERS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. providing information to customers on freight forwarding operations a.2. advising on procedures and protocols for forwarding various cargo to different destinations a.3. advising on relevant export regulations and required documentation a.4. maintaining enterprise records and documentation a.5. responding to customer inquiries effectively and efficiently <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international freight regulations b.2. OHS policies and procedures b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. environmental protection procedures when driving a vehicle and carrying out pre-operational checks <p>c. Action is taken promptly to report and/or rectify any identified freight forwarding problems in accordance with relevant regulations and procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to provide freight forwarding information to customers in accordance with regulatory and workplace requirements including dealing with customer freight forwarding inquiries and explaining the process of freight forwarding upon request.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Deal with customer freight forwarding inquiries</p>	<ul style="list-style-type: none"> a. Customer inquiries are dealt with courteously and efficiently b. Questions are used to clarify customer requirements, needs or concerns c. Information is accurately conveyed to the customer in a manner consistent with their level of understanding d. Areas not effectively dealt with are forwarded to other enterprise personnel or external individuals/authorities in accordance with enterprise procedures e. Follow-up procedures are undertaken in accordance with enterprise procedures
<p>2. Explain the process of freight forwarding</p>	<ul style="list-style-type: none"> a. The freight forwarding chain of operations is explained to customers b. Parameters of service relevant to customer requirements are explained in accordance with workplace procedures c. Handling and documentation requirements for various types of goods are explained to customers including dangerous goods and hazardous substances d. Documentation concerning service provision is forwarded to the customer in accordance with enterprise procedures

Range Of Variables

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning freight forwarding b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the provision of freight forwarding information to customers as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Freight may include all forms of freight. Some freight may involve special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances. f. Parameters of freight forwarding service that may be explained to customers include: <ul style="list-style-type: none"> f.1. procedures for forwarding freight f.2. type of transport modes f.3. various consignment methods f.4. relevant legislative requirements f.5. required import/export documentation and requirements f.6. insurance requirements f.7. service costs f.8. payment requirements and procedures f.9. fiduciary and legal responsibilities of either party g. Customer information may include: <ul style="list-style-type: none"> g.1. business structure g.2. general freight forwarding requirements g.3. legislative requirements g.4. information on export clearances g.5. documentation services g.6. freight charges h. Hazards in the work area may include: <ul style="list-style-type: none"> h.1. exposure to chemicals h.2. exposure to dangerous or hazardous substances h.3. movements of equipment, goods, materials and vehicular traffic

Range Of Variables (continued)

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, customers and clients i.3. drivers and agents i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists i.7. other maintenance, professional or technical staff j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.3. internal documentation used for freight tracking a.4. codes of practice and regulations relevant to the transport of goods a.5. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances a.6. operations manuals, job specifications and induction documentation a.7. manufacturer's specifications for equipment a.8. workplace procedures and policies a.9. supplier and/or client instructions a.10. dangerous goods declarations and material safety data sheets (where applicable) a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. relevant Australian standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for the transport of freighta.2. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. privacy legislationa.4. water and road use and license arrangementsa.5. export/import/quarantine/bond requirementsa.6. marine ordersa.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. read and interpret freight documentation a.2. provide information to customers on freight forwarding operations a.3. advise on procedures and protocols for forwarding various cargo to different destinations a.4. advise on relevant export regulations and required documentation a.5. maintain enterprise records and documentation a.6. respond to customer inquiries effectively and efficiently
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to freight forwarding, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies relevant to the provision of freight handling information to customers d. Focus of operation of work systems, equipment, management and site operating systems for the provision of freight handling information to customers e. Problems that may occur when providing freight handling information and appropriate action that can be taken to resolve the problems f. Explain the types of transport used in international trade and give advice on the most economical mode of transport g. Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances h. Workplace freight tracking system i. Housekeeping standards procedures required in the workplace j. Freight transport timetables, yard/terminal facilities, and site layout k. Ability to: <ul style="list-style-type: none"> k.1. select and use relevant computer/communication/office equipment when providing freight handling information k.2. modify activities depending on differing workplace contexts, risk situations and environments k.3. solve problems that arise when providing freight handling information k.4. read and interpret instructions, procedures and information relevant to the provision of freight handling information k.5. communicate effectively with others k.6. use required personal protective clothing and equipment conforming to industry and OHS standards

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain freight records, and/or a.2. maintain freight records in accordance with relevant regulatory requirements in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. reading and interpreting freight documentation a.2. providing information to customers on freight forwarding operations a.3. advising on procedures and protocols for forwarding various cargo to different destinations a.4. advising on relevant export regulations and required documentation a.5. maintaining workplace records and documentation a.6. responding to customer inquiries b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to freight forwarding services b.2. Australian and international regulations and codes of practice for the transport of dangerous goods, explosives and hazardous substances b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions (including housekeeping and security procedures) b.5. manufacturer's instructions for the use of equipment b.6. procedures for the use of personal protection equipment b.7. obtaining assistance from other team members when required b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report and/or rectify any difficulties in providing freight handling information to customers in accordance with workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	3	2	2	2	2	2

TDTI898B MONITOR TRANSPORT ACTIVITIES AT INTERCHANGES

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required to monitor transport activities at interchanges including monitoring transport and passenger movements, identifying and attending to coordination problems, and informing customers of irregularities.

ELEMENT	PERFORMANCE CRITERIA
1. Monitor transport and passenger movements	<ul style="list-style-type: none">a. Passenger and vehicle movements are monitored and recorded following workplace proceduresb. Passenger and vehicle movement irregularities are identified and recorded and possible solutions are providedc. Timetables are monitored to identify variations and recommend where action is requiredd. Documentation is completed in accordance with workplace requirements to maintain transport movement records
2. Identify coordination problems	<ul style="list-style-type: none">a. Problems with services coordination are reported promptly and possible solutions are submitted to the relevant authorityb. Irregularities with internal systems are reported promptly according to organisation procedures
3. Inform customers of irregularities	<ul style="list-style-type: none">a. Communications systems and equipment are operated in accordance with workplace policies and procedures to make necessary announcementsb. Passengers are informed of irregularities and service changes promptly, clearly and courteouslyc. Transport service adjustments are conveyed to transport system staff

Range Of Variables

MONITOR TRANSPORT ACTIVITIES AT INTERCHANGES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with relevant workplace procedures b. Work is performed under some supervision, generally within a team environment c. Work involves the application of routine procedures and regulatory requirements to the monitoring of transport activities at interchanges
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Interchange operation embraces facilities used by the organisation for the transfer of customers from one type of transport service to another or between services c. Equipment may include: <ul style="list-style-type: none"> c.1. communication equipment c.2. video/audio equipment c.3. computer and related office equipment c.4. timetables and service information d. Timetable variation refers to services falling outside the boundaries used by the transport system in monitoring the compliance to scheduled services e. Communications systems used can include: <ul style="list-style-type: none"> e.1. public address system e.2. telephone e.3. two-way radio f. Internal systems include: <ul style="list-style-type: none"> f.1. timetables f.2. electronic equipment f.3. communications equipment g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace policies, standards and procedures a.2. information from observation of passenger and vehicle movement a.3. transport timetables a.4. transport service information a.5. communication with other personnel a.6. relevant regulations concerning transport operations a.7. competency standards and training materials a.8. quality assurance procedures a.9. security and emergency procedures

Range Of Variables (continued)

MONITOR TRANSPORT ACTIVITIES AT INTERCHANGES

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: a.1. relevant State/Territory regulations and legislation concerned with revenue protection within transport systems a.2. relevant State/Territory OHS regulations and legislation a.3. relevant State/Territory environmental protection legislation

MONITOR TRANSPORT ACTIVITIES AT INTERCHANGES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. monitor activities accurately at interchanges a.2. communicate effectively with passengers and other staff a.3. identify coordination problems quickly and efficiently a.4. locate, interpret and apply relevant information a.5. work effectively with others a.6. maintain workplace records a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory regulations and requirements pertaining to revenue protection b. Relevant OHS and environmental protection procedures and guidelines c. Risks/hazards when providing revenue protection within a transport system and related precautions to control the risk d. Knowledge of organisation's operational information, including: <ul style="list-style-type: none"> d.1. organisation's transport services d.2. complimentary transport services d.3. fare structures d.4. concessional privileges d.5. timetables d.6. organisational policies and procedures d.7. customer service requirements e. Skills required to complete revenue protection activities, including: <ul style="list-style-type: none"> e.1. effective communication skills e.2. radio operation e.3. problem solving skills e.4. stress management e.5. staff deployment e.6. barrier operation e.7. ticket validation e.8. basic mechanical skills e.9. conflict resolution skills e.10. calculation of fares
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to monitor transport activities at an interchange, and/or a.2. monitor transport activities at interchanges in an appropriate range of transport contexts

MONITOR TRANSPORT ACTIVITIES AT INTERCHANGES

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. monitoring activities accurately at interchanges a.2. communicating effectively with passengers and other staff a.3. identifying coordination problems quickly and efficiently a.4. locating, interpreting and applying relevant information a.5. working effectively with others a.6. maintaining workplace records a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. following the designated work plan for the job b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant regulations and codes of practice, hazard policies and procedures b.2. following workplace procedures and instructions for the monitoring of transport activities at interchanges b.3. relevant OHS and environmental protection regulations and procedures b.4. housekeeping procedures b.5. security procedures b.6. guidelines relating to the safe use of equipment b.7. applying quality assurance procedures (where existing) b.8. establishing effective working relationships with colleagues c. Action is taken promptly to report any incidents or potential transport problems at interchanges in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	2	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to provide on-board services to customers including establishing effective communication with customers, identifying and assessing the needs and expectations of different customers, and providing for the identified customer requirements in accordance with company procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Establish effective communication with customers	<ul style="list-style-type: none"> a. All customers are greeted in a polite and friendly manner, and formal and informal communication styles are applied as appropriate b. All communications with customers are conducted in a manner which is consistent with organisation's policy
2. Identify and assess the needs and expectations of different customers	<ul style="list-style-type: none"> a. Individual customer needs and expectations are identified so that appropriate products and services may be provided b. Customers with special needs are identified and appropriate attention is given to ensure that their requirements are satisfied c. Limitations to service provision are identified, communicated to customers, and checked for understanding
3. Provide the identified customer requirement	<ul style="list-style-type: none"> a. All needs and reasonable requests of customers are met in a consistent and timely manner b. Customer dissatisfaction is promptly recognised and appropriate steps are taken to restore goodwill c. Anticipated problems are correctly identified and monitored and action is taken to minimise their effects on customer satisfaction d. Opportunities to enhance the quality of service are taken whenever possible e. Information regarding both anticipated and unanticipated problems and delays is promptly communicated to customers

Range Of Variables

PROVIDE ON-BOARD SERVICES TO CUSTOMERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace procedures b. Work is performed individually, and guidance or advice is available where necessary c. Work involves the application of routine procedures to the provision of on-board services to customers on transport vehicles/vessels
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted: <ul style="list-style-type: none"> a.1. in restricted spaces or exposed conditions or controlled or open environments a.2. in a range of weather conditions a.3. by day or night b. Equipment may include: <ul style="list-style-type: none"> b.1. use in restricted spaces or exposed conditions or controlled or open environments b.2. office equipment b.3. communication equipment b.4. computer software c. On-board service applies to: <ul style="list-style-type: none"> c.1. all long distance rail/coach/bus trips c.2. all points of customer contact before, during and after the journey c.3. all internal, external and potential customers d. Customers with special needs include: <ul style="list-style-type: none"> d.1. international visitors d.2. pregnant women d.3. the elderly d.4. physically and/or mentally disabled persons d.5. children travelling alone or under supervision e. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> e.1. company procedures e.2. enterprise procedures e.3. organisational procedures e.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace policies and procedures a.2. customer requests a.3. customer service standards and procedures a.4. competency standards and training materials a.5. quality assurance procedures a.6. security and emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory transport regulations a.2. relevant State/Territory OHS regulations and legislation a.3. relevant State/Territory environmental protection legislation

Evidence Guide

PROVIDE ON-BOARD SERVICES TO CUSTOMERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. communicate effectively with various customers a.2. deal with common customer complaints and take steps to avoid them a.3. apply conflict resolution and negotiation skills a.4. apply problem solving techniques and procedures a.5. locate, interpret and apply relevant information a.6. work effectively with others a.7. maintain workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.9. follow the designated work plan for the job
<p>2 Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that are part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory regulations and requirements pertaining to revenue protection b. Relevant OHS and environmental protection procedures and guidelines c. Details of on-board services provided to customers d. Knowledge of organisation's operational information, including: <ul style="list-style-type: none"> d.1. organisation's transport services d.2. procedures for the use of communications equipment d.3. fare structures d.4. concessional privileges d.5. timetables d.6. organisational policies and procedures d.7. customer service requirements d.8. services for customers with disabilities e. Skills required to complete revenue protection activities, including: <ul style="list-style-type: none"> e.1. effective communication skills e.3. problem solving skills e.4. conflict resolution skills e.5. ability to access, interpret and apply information
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to provide on-board services to customers, and/or a.2. provide on-board services to customers in an appropriate range of transport contexts

PROVIDE ON-BOARD SERVICES TO CUSTOMERS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. communicating effectively with various customers a.2. dealing with customer complaints and taking steps to avoid them a.3. applying conflict resolution and negotiation skills a.4. applying problem solving techniques and procedures a.5. locating, interpreting and applying relevant information a.6. working effectively with others a.7. maintaining workplace records a.8. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.9. following the designated work plan for the job <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes of practice, hazard policies and procedures b.2. following workplace procedures and instructions for the provision of on-board services to customers b.3. relevant OHS and environmental protection regulations and procedures b.4. housekeeping procedures b.5. security procedures b.6. guidelines relating to the safe use of equipment b.7. applying quality assurance procedures (where existing) b.8. establishing effective working relationships with colleagues <p>c. Action is taken promptly to report any incidents or potential problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to service freight customers in accordance with regulatory and workplace requirements including confirming freight customer needs, providing quotations, calculating freight charges, modifying products and services in response to identified customer needs, and promoting existing freight services.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Confirm freight customer needs</p>	<ul style="list-style-type: none"> a. Initial inquiries for freight service are handled promptly and courteously b. Nature of freight service required is established with the customer c. Ongoing customer liaison activities are maintained, where applicable, to establish future requirements d. Unusual or special requests for freight service are referred to appropriate personnel for resolution e. Support services required to meet customer's freight needs are established. f. Corporate or key account customer's freight needs are continuously monitored to ensure customer satisfaction
<p>2. Provide quotations</p>	<ul style="list-style-type: none"> a. Costs and conditions of the freight service(s) offered are provided to the customer b. Customer queries relating to quotations are answered promptly in accordance with workplace's guidelines c. Key account or potential key account quotations are handled in accordance with workplace's policies and procedures
<p>3. Calculate freight charges</p>	<ul style="list-style-type: none"> a. Confirmation is obtained that freight is weighed and/or measured using relevant mass or cubic calculation procedures b. Details relevant to charges are accurately recorded to ensure charge calculations can be verified c. Method of freight calculation applicable to the service and commodity is established in accordance with workplace policies and procedures d. Freight charges are accurately calculated and checked using relevant charge structures e. Freight charge discrepancies are recorded on relevant documentation for adjustment purposes

<p>4. Modify products and services</p>	<p>a. Freight needs of assigned customers are assessed against current products and services offered by the workplace</p> <p>b. Freight services offered by other providers including State, national and overseas providers are continuously reviewed</p> <p>c. Requests for freight services not currently offered by the workplace are referred to appropriate personnel</p>
<p>5. Promote existing freight service</p>	<p>a. Existing freight services provided by the workplace are monitored</p> <p>b. Promotional activities, including information seminars, are participated in and responses are followed up</p> <p>c. Advertising programs promoting existing freight services are promoted to customers</p> <p>d. Potential new account customers are identified and details of existing freight services are explained</p> <p>e. Advantages of existing freight services are explained to potential customers</p>

Range Of Variables

SERVICE FREIGHT CUSTOMERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning freight services b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the servicing of freight customers as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Freight services covers the application of all products and services offered by the workplace f. Promotional activities may include: <ul style="list-style-type: none"> f.1. public relations activities f.2. press releases f.3. open days f.4. in-house newsletters f.5. publications f.6. advertising programs f.7. seminars f.8. promotional briefings g. Support services can include: <ul style="list-style-type: none"> g.1. loading/unloading requirements g.2. load security/protection g.3. receipt personnel g.4. special vehicle access/parking h. Hazards in the work area may include: <ul style="list-style-type: none"> h.1. exposure to chemicals h.2. exposure to dangerous or hazardous substances h.3. movements of equipment, goods, materials and vehicular traffic i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, customers and clients i.3. drivers and agents i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists i.7. other maintenance, professional or technical staff

Range Of Variables (continued)

SERVICE FREIGHT CUSTOMERS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.3. internal documentation used for freight tracking a.4. codes of practice and regulations relevant to the servicing of freight customers a.5. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances a.6. operations manuals, job specifications and induction documentation a.7. manufacturer's specifications for equipment a.8. workplace procedures and policies a.9. supplier and/or client instructions a.10. dangerous goods declarations and material safety data sheets (where applicable) a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. relevant Australian standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

SERVICE FREIGHT CUSTOMERS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for freight forwardinga.2. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. privacy legislationa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. marine ordersa.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

SERVICE FREIGHT CUSTOMERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and confirm freight customer needs a.2. provide accurate quotations to meet customer needs a.3. calculate freight charges accurately a.4. promote existing freight services a.5. communicate and negotiate with customers a.6. select and appropriately use protective clothing a.7. locate, interpret and apply relevant information a.8. work effectively with others a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the maintenance of freight records, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the servicing of freight customers d. Focus of operation of work systems, equipment, management and site operating systems for the servicing of freight customers e. Problems that may occur when servicing freight customers and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of freight forwarding, including: <ul style="list-style-type: none"> f.1. freight services offered by the workplace f.2. freight management systems f.3. workplace costing structures and rates f.4. workplace public relations policies and procedures f.5. profiles and details of all customers f.6. workplace rail service advertising services and procedures f.7. services provided by other freight service organisations g. Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances h. Documentation requirements for freight forwarding including workplace freight tracking system i. Housekeeping standards procedures required in the workplace j. Freight transport timetables, yard/terminal facilities, and site layout

Evidence Guide (continued)

SERVICE FREIGHT CUSTOMERS

<p>3. Required knowledge and skills (continued)</p>	<p>k. Ability to:</p> <ul style="list-style-type: none"> k.1. select and use relevant computer/communication/office equipment when servicing freight customers k.2. modify activities depending on differing workplace contexts, risk situations and environments k.3. present information using appropriate media and technology k.4. solve problems that may arise when servicing freight customers k.5. read and interpret instructions, procedures and information relevant to the servicing of freight customers k.6. negotiate, communicate and liaise effectively with customers and others k.7. use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to service freight customers, and/or a.2. service freight customers in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying and confirming freight customer needs a.2. providing quotations to meet customer needs a.3. calculating freight charges a.4. promoting existing freight services a.5. communicating and negotiating with customers a.6. selecting and appropriately using protective equipment and clothing a.7. locating, interpreting and applying relevant information a.8. working effectively with others a.9. maintaining workplace records a.10. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11. following the designated work plan for the job <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to freight forwarding b.2. Australian and international regulations and codes of practice for the transport of dangerous goods, explosives and hazardous substances b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the servicing of freight customers (including housekeeping, privacy and security procedures) b.5. manufacturer's instructions for the use of equipment b.6. procedures for the use of personal protection equipment b.7. obtaining assistance from other team members when required b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures

Evidence Guide (continued)

SERVICE FREIGHT CUSTOMERS

<p>5. Consistency in performance (continued)</p>	<p>c. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the servicing of freight customers in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to develop freight customers in accordance with workplace requirements including identifying and evaluating potential freight business, developing proposals for new products or services, negotiating products and services with customers, promoting new products and services, and maintaining knowledge of the freight services market.

ELEMENT	PERFORMANCE CRITERIA
1. Identify potential freight business	<ul style="list-style-type: none"> a. The nature of potential customer's freight needs is established with the customer b. Customer's freight needs are analysed against existing services to identify variances against normal services c. Potential new customers are kept informed during review process
2. Evaluate potential business	<ul style="list-style-type: none"> a. Potential new business is analysed against existing freight services offered by the workplace b. Special transportation requirements are identified and discussed with the customer c. Cost effectiveness of potential new business is established using workplace guidelines
3. Develop proposals for new products or services	<ul style="list-style-type: none"> a. Potential new business is costed against new product or service b. Proposed new product or service is documented and presented for further consideration c. Decision regarding new product or service is conveyed promptly to the potential customer for follow-up action
4. Negotiate products and services with customers	<ul style="list-style-type: none"> a. Techniques for minimising potential damage to freight are identified and negotiated with customers b. New products or services required to meet or improve customer services are implemented as approved

- | | |
|--------------------------------------|--|
| 5. Promote new products and services | <ul style="list-style-type: none">a. Promotional activities, including information seminars, are participated in and responses are followed upb. Advertising programs for new products and services are promoted to customersc. Potential new customers whose needs may be met through the new products or services are followed up |
| 6. Maintain knowledge of the market | <ul style="list-style-type: none">a. Market research is conducted to monitor tonnages and costs for freight methods and providersb. Trends and developments are identified and used to influence products, capacities and costs offeredc. Available and developing technologies are monitored to enable changes and recommendations to be made which maintain a competitive position |

Range Of Variables

DEVELOP FREIGHT CUSTOMERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the provision of freight services b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the development of freight customers as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Potential customers include all other rail and freight authorities, private businesses, government bodies and members of the public, as well as internal customers f. Promotional activities may include: <ul style="list-style-type: none"> f.1. public relations activities f.2. press releases f.3. open days f.4. in-house newsletters f.5. publications f.6. advertising programs f.7. seminars f.8. promotional briefings f.9. corporate sponsorship f.10. development of promotional materials g. Servicing requirements may be obtained from: <ul style="list-style-type: none"> g.1. customer requests g.2. works orders g.3. freight requirements g.4. organisation personnel h. Hazards in the work area may include: <ul style="list-style-type: none"> h.1. exposure to chemicals h.2. exposure to dangerous or hazardous substances h.3. movements of equipment, goods, materials and vehicular traffic i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. current and potential customers i.3. suppliers, customers and clients i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists

Range Of Variables (continued)

DEVELOP FREIGHT CUSTOMERS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. market knowledge about competitor's which are providing rail freight and those providing alternative transport systems a.2. customer requests and works orders a.3. workplace procedures and policies a.4. codes of practice and regulations relevant to freight services a.5. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances a.6. operations manuals, job specifications and induction documentation a.7. manufacturer's specifications for equipment a.8. internal documentation used for freight services a.9. supplier and/or client instructions a.10. dangerous goods declarations and material safety data sheets (where applicable) a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. relevant Australian standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

DEVELOP FREIGHT CUSTOMERS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for the provision of freight servicesa.2. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. privacy legislationa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. marine ordersa.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

DEVELOP FREIGHT CUSTOMERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and cultivate potential freight business a.2. develop proposals for new products and services a.3. negotiate with customers regarding products and services a.4. promote new products and services a.5. demonstrate knowledge of the market a.6. select and appropriately use protective clothing a.7. locate, interpret and apply relevant information a.8. work effectively with others a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to freight services, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the international codes and regulations relevant to the development of freight customers d. Focus of operation of work systems, equipment, management and site operating systems for the development of freight customers e. Problems that may occur when developing freight customers and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of freight forwarding, including: <ul style="list-style-type: none"> f.1. freight services offered by the workplace f.2. freight management systems f.3. workplace costing structures and rates f.4. workplace public relations policies and procedures f.5. profiles and details of all customers f.6. workplace freight service advertising policies and procedures f.7. services provided by other freight service organisations g. Documentation requirements for the development of freight customers h. Freight transport timetables, yard/terminal facilities, and site layout i. Ability to: <ul style="list-style-type: none"> i.1. select and use relevant computer/communication/office equipment i.2. undertake financial calculations involving cost analysis i.3. prepare and present quotations i.4. modify activities depending on differing workplace contexts, risk situations and environments i.5. solve problems that arise when developing freight customers i.6. read and interpret instructions, procedures and information relevant to the development of freight customers i.7. negotiate, communicate and liaise effectively with others i.8. use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

DEVELOP FREIGHT CUSTOMERS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop freight customers, and/ora.2. develop freight customers in an appropriate range of operational contexts
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. identifying and cultivating potential freight businessa.2. developing proposals for new products and servicesa.3. negotiating with customers regarding products and servicesa.4. promoting new products and servicesa.5. demonstrating knowledge of the marketa.6. selecting and appropriately using protective clothinga.7. locating, interpreting and applying relevant informationa.8. working effectively with othersa.9. maintaining workplace recordsb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to freight servicesb.2. Australian and international regulations and codes of practice for the transport of dangerous goods, explosives and hazardous substancesb.3. OHS regulations and hazard prevention policies and proceduresb.4. workplace procedures and work instructions (including housekeeping, privacy and security procedures)b.5. manufacturer's instructions for the use of equipmentb.6. procedures for the use of personal protection equipmentb.7. obtaining assistance from other team members when requiredb.8. customer service and quality assurance procedures and policiesb.9. environmental protection proceduresc. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the development of freight customers in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

DEVELOP FREIGHT CUSTOMERS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	3	2	2	2	2

TDTGCSO01A CREATE CUSTOMER RELATIONSHIP

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required when meeting and greeting customers to create a positive impression and to establish rapport with the customer. The process is not expected to develop a long-term relationship (as part of the customer service competency). It will certainly apply to any initial customer encounter, which may be the only encounter in some settings (e.g. retail), or could be part of repeated encounters. Customers may be internal or external.

This unit is identical to the cross-industry guideline unit GCSO01A with the same title.

ELEMENT	PERFORMANCE CRITERIA
1. Establish contact with customers	<ul style="list-style-type: none">a. Welcoming customer environment is created and maintainedb. Customers are acknowledged and greeted courteously and politely according to enterprise policies and proceduresc. Communications with customers are clear, concise and courteousd. Appropriate communication channels are usede. Rapport/relationship with customer is established and a genuine interest in customer needs/requirements is expressedf. Effective service environment is created through verbal and non-verbal presentation according to enterprise policies and procedures
2. Present a positive organisational image	<ul style="list-style-type: none">a. Information is provided to the public to maintain organisation's image and accountabilityb. Professional ethics are maintained to enhance customer commitment and to build return customer basec. All actions taken are in keeping with the required organisational image

Range Of Variables

CREATE CUSTOMER RELATIONSHIP

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under some supervision usually within a team environment c. This competency may be expected to apply to a worker who: <ul style="list-style-type: none"> c.1. has routine contact with customers, internal or external, and is providing routine, well defined services/products to the customer, or c.2. is a production worker providing a limited range of services/products to internal customers
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be either internal or external, but contact is typically superficial only. They may include but are not limited to: <ul style="list-style-type: none"> b.1. customers with routine or special requests b.2. regular and new customers b.3. people from a range of social, cultural or ethnic backgrounds b.4. people with varying physical and mental abilities b.5. people who may be unwell, drug affected and emotionally distressed c. Effective communication techniques may include but are not limited to: <ul style="list-style-type: none"> c.1. active listening techniques c.2. using open and/or closed questions c.3. speaking clearly and concisely c.4. using appropriate language and tone of voice c.5. giving customers full attention c.6. maintaining eye contact (for face-to-face interactions) c.7. non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) c.8. clear, legible writing d. Contact with customers may include but is not limited to: <ul style="list-style-type: none"> d.1. face-to-face interactions d.2. answering the telephone d.3. interactions with team members e. Organisational standards, policies and procedures may include but are not limited to: <ul style="list-style-type: none"> e.1. dress/uniform codes e.2. organisational image e.3. code of ethics e.4. staff appearance and presentation e.5. quality systems, standards and guidelines f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

CREATE CUSTOMER RELATIONSHIP

VARIABLE	SCOPE
2. Worksite environment	<ul style="list-style-type: none"> g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. fixed phone g.2. mobile phone g.3. fax g.4. e-mail g.5. Internet g.6. radio g.7. oral, aural or signed communications
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies for the provision of customer service a.2. regulations and codes of practice relevant to consumer protection and trade practices a.3. induction documentation a.4. competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. supplier and/or client instructions a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. quality assurance standards and procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include but are not limited to: <ul style="list-style-type: none"> a.1. consumer law, environmental law, OHS, anti-discrimination/equal employment opportunity, harassment and other relevant laws specific to local government, State and Federal legislation a.2. privacy legislation a.3. relevant codes of conduct

CREATE CUSTOMER RELATIONSHIP

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify the need(s) required by the customer a.2. deliver that service to standard and in an appropriate timeframe a.3. recommend an acceptable alternative to the customer, or explain to the customer why the need(s) cannot be met and any further actions which might be taken in a manner which is acceptable to the customer a.4. use appropriate communication strategies and equipment a.5. locate, interpret and apply relevant information
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and State/Territory standards, regulations and codes of practice relevant to the provision of customer service, including consumer laws and trade practices regulations b. OHS and procedures and guidelines relevant to workplace operations c. Workplace procedures and policies for the creation of customer relationships d. The importance of good communication when creating customer relationships e. The individual's role in creating customer relationships f. Requirements of customer service systems/operations and relevant equipment g. Ability to: <ul style="list-style-type: none"> g.1. apply language skills which allow for adequate communication with the customer g.2. apply literacy skills to the level required to create customer relationships g.3. apply numeracy skills to the level required to interpret the customer requirements and meet their needs g.4. identify and solve problems when creating customer relationships g.5. relate to customers from a range of social, cultural and ethnic backgrounds and physical and mental abilities g.6. identify and correctly use equipment, processes and procedures relevant to the creation of customer relationships g.7. apply relevant agreements, codes of practice or other legislative requirements to work processes
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to create customer relationships, and/or a.2. create customer relationships in an appropriate range of workplace contexts

Evidence Guide (continued)

CREATE CUSTOMER RELATIONSHIP

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying the need(s) required by the customer a.2. delivering customer service in accordance with identified customer needs and workplace procedures and in an appropriate timeframe a.3. recommending an acceptable alternative to the customer, or explaining to the customer why a need(s) cannot be met and any further actions which will be taken in a manner which is acceptable to the customer a.4. using appropriate communication strategies and equipment a.5. locating, interpreting and applying relevant information <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. regulations and codes of conduct pertaining to customer service b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions related to the creation of customer relationships b.4. relevant guidelines relating to the use of required equipment <p>c. Action is taken promptly to respond to/report any customer relationship problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. This unit is essentially skills-based and it is expected that assessment will be largely practical (i.e. workplace-based or by simulation) in nature, supported by questioning to assess product knowledge.</p> <p>c. Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. Questioning may occur in the work environment, or other suitable room such as an office, classroom or lunchroom.</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

TDTGCSO02A DEAL WITH CUSTOMER FEEDBACK

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required when receiving feedback from customers, generally within a single customer encounter. Feedback may be either positive or negative, or a combination of both. When handled appropriately, it could contribute to the development and maintenance of a long-term productive relationship with customers.

This unit is identical to the cross-industry guideline unit GCSO02A with the same title.

ELEMENT	PERFORMANCE CRITERIA
1. Handle customer feedback	<ul style="list-style-type: none">a. Customer feedback is promptly recognisedb. Customer feedback is handled positively, sensitively and politelyc. Information regarding problems and delays is promptly communicated to customers and followed up within an appropriate timeframe as necessary
2. Record customer feedback	<ul style="list-style-type: none">a. Description of communication between customers and organisation is completed accurately and in simple languageb. Any further records required to support feedback are prepared, monitored and stored according to organisational procedures and policies

Range Of Variables

DEAL WITH CUSTOMER FEEDBACK

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under some supervision usually within a team environment c. This competency may be expected to apply to a worker who: <ul style="list-style-type: none"> c.1. has routine contact with customers, internal or external, and is providing routine, well defined services/products to the customer, or c.2. is a production worker providing a limited range of services/products to internal customers
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be either internal or external, but contact is typically superficial only. They may include but are not limited to: <ul style="list-style-type: none"> b.1. customers with routine or special requests b.2. regular and new customers b.3. people from a range of social, cultural or ethnic backgrounds b.4. people with varying physical and mental abilities b.5. people who may be unwell, drug affected and emotionally distressed c. Effective communication techniques may include but are not limited to: <ul style="list-style-type: none"> c.1. active listening techniques c.2. using open and/or closed questions c.3. speaking clearly and concisely c.4. using appropriate language and tone of voice c.5. giving customers full attention c.6. maintaining eye contact (for face-to-face interactions) c.7. non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) c.8. clear, legible writing d. Types of feedback may be verbal or non-verbal, and may include but are not limited to: <ul style="list-style-type: none"> d.1. positive e.g. compliments, appreciation, etc. d.2. negative e.g. formal or informal complaints e. Forms of records may include but are not limited to: <ul style="list-style-type: none"> e.1. written e.2. taped e.3. simple computer-based systems f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

DEAL WITH CUSTOMER FEEDBACK

VARIABLE	SCOPE
2. Worksite environment	<ul style="list-style-type: none"> g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. fixed phone g.2. mobile phone g.3. fax g.4. e-mail g.5. Internet g.6. radio g.7. oral, aural or signed communications
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies for the provision of customer service a.2. regulations and codes of practice relevant to consumer protection and trade practices a.3. induction documentation a.4. competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. supplier and/or client instructions a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. quality assurance standards and procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include but are not limited to: <ul style="list-style-type: none"> a.1. consumer law, environmental law, OHS, anti-discrimination/equal employment opportunity, harassment and other relevant laws specific to local government, State and Federal legislation a.2. privacy legislation a.3. relevant codes of conduct

DEAL WITH CUSTOMER FEEDBACK

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify feedback being given by a customer a.2. receive and process customer feedback in accordance with workplace procedures and in an appropriate timeframe a.3. recommend an acceptable alternative to the customer (when necessary) a.4. use appropriate communication strategies and equipment a.5. locate, interpret and apply relevant information
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and State/Territory standards, regulations and codes of practice relevant to the provision of customer service, including consumer laws and trade practices regulations b. OHS and procedures and guidelines relevant to workplace operations c. Workplace procedures and policies for dealing with customer feedback d. The importance of good communication when dealing with customer feedback e. The individual's role in dealing with customer feedback f. Requirements of customer service systems/operations and relevant equipment g. Ability to: <ul style="list-style-type: none"> g.1. apply language skills which allow for adequate communication with the customer g.2. apply literacy skills to the level required to deal with and record customer feedback g.3. apply numeracy skills to the level required to interpret the customer requirements and meet their needs g.4. identify and solve problems when dealing with customer feedback g.5. relate to customers from a range of social, cultural and ethnic backgrounds and physical and mental abilities g.6. identify and correctly use equipment, processes and procedures relevant to the processing of customer feedback g.7. apply relevant agreements, codes of practice or other legislative requirements to work processes
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to deal with customer feedback, and/or a.2. deal with customer feedback in an appropriate range of workplace contexts

DEAL WITH CUSTOMER FEEDBACK

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying feedback being given by a customer a.2. receiving and processing customer feedback in accordance with workplace procedures and in an appropriate timeframe a.3. recommending an acceptable alternative to the customer a.4. using appropriate communication strategies and equipment a.5. locating, interpreting and applying relevant information <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. regulations and codes of conduct pertaining to customer service b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions for dealing with customer feedback b.4. relevant guidelines relating to the use of required equipment <p>c. Action is taken promptly to respond to/report any customer feedback in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. This unit is essentially skills-based and it is expected that assessment will be largely practical (i.e. workplace-based or by simulation) in nature, supported by questioning to assess product knowledge.</p> <p>c. Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. Questioning may occur in the work environment, or other suitable room such as an office, classroom or lunchroom.</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

TDTGCSO04A MEET CUSTOMER NEEDS AND EXPECTATIONS

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required to understand, clarify and meet customer needs and expectations in a single encounter or multiple encounters, on a one-to-one basis with a customer.

This unit is identical to the cross-industry guideline unit GCSO04A with the same title.

ELEMENT	PERFORMANCE CRITERIA
1. Identify customer needs and expectations	<ul style="list-style-type: none">a. Customer preferences, needs and expectations are clarifiedb. Special requirements of customers are identified promptly and advice provided on relevant products/servicesc. Communication appropriate to the relationship and the purpose of the interaction is usedd. External assistance is accessed as required
2. Provide the identified customer needs and expectations	<ul style="list-style-type: none">a. Knowledge of specified products/services is applied to provide assistance to customersb. Alternative products/services are suggested if necessaryc. Features and benefits of relevant products/services are explained to customersd. Special promotions for products/services are suggested to customer according to organisation policiese. Confirmation is sought from customer that needs, and where practical, expectations have been satisfied

Range Of Variables

MEET CUSTOMER NEEDS AND EXPECTATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under some supervision usually within a team environment c. This competency may be expected to apply to a worker who: <ul style="list-style-type: none"> c.1. has routine contact with customers, internal or external, and is providing routine, well defined services/products to the customer, or c.2. is a production worker providing a limited range of services/products to internal customers
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be either internal or external, but contact is typically superficial only. They may include but are not limited to: <ul style="list-style-type: none"> b.1. customers with routine or special requests b.2. regular and new customers b.3. people from a range of social, cultural or ethnic backgrounds b.4. people with varying physical and mental abilities b.5. people who may be unwell, drug affected and emotionally distressed c. Effective communication techniques may include but are not limited to: <ul style="list-style-type: none"> c.1. active listening techniques c.2. using open and/or closed questions c.3. speaking clearly and concisely c.4. using appropriate language and tone of voice c.5. giving customers full attention c.6. maintaining eye contact (for face-to-face interactions) c.7. non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) c.8. clear, legible writing d. Contact with customers may include but is not limited to: <ul style="list-style-type: none"> d.1. face-to-face interactions d.2. answering the telephone d.3. interactions with team members e. Organisational standards, policies and procedures may include but are not limited to: <ul style="list-style-type: none"> e.1. dress/uniform codes e.2. organisational image e.3. code of ethics e.4. staff appearance and presentation e.5. quality systems, standards and guidelines f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

MEET CUSTOMER NEEDS AND EXPECTATIONS

VARIABLE	SCOPE
2. Worksite environment	<ul style="list-style-type: none"> g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. fixed phone g.2. mobile phone g.3. fax g.4. e-mail g.5. Internet g.6. radio g.7. oral, aural or signed communications
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies for the provision of customer service a.2. regulations and codes of practice relevant to consumer protection and trade practices a.3. induction documentation a.4. competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. supplier and/or client instructions a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. quality assurance standards and procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include but are not limited to: <ul style="list-style-type: none"> a.1. consumer law, environmental law, OHS, anti-discrimination/equal employment opportunity, harassment and other laws specific to local government, State and Federal legislation a.2. privacy legislation a.3. relevant codes of conduct

MEET CUSTOMER NEEDS AND EXPECTATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify the need(s) required by the customer a.2. deliver that service to standard and in an appropriate timeframe a.3. recommend an acceptable alternative to the customer, or explain to the customer why the need(s) cannot be met and any further actions which might be taken in a manner which is acceptable to the customer a.4. use appropriate communication strategies and equipment a.5. locate, interpret and apply relevant information
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and State/Territory standards, regulations and codes of practice relevant to the provision of customer service, including consumer laws and trade practices regulations b. OHS and procedures and guidelines relevant to workplace operations c. Workplace procedures and policies for the creation of customer relationships d. The importance of good communication when creating customer relationships e. The individual's role in creating customer relationships f. Requirements of customer service systems/operations and relevant equipment g. Ability to: <ul style="list-style-type: none"> g.1. apply language skills which allow for adequate communication with the customer g.2. apply literacy skills to the level required to process complaints g.3. apply numeracy skills to the level required to interpret the customer requirements and meet their needs g.4. identify and solve problems when creating customer relationships g.5. relate to customers from a range of social, cultural and ethnic backgrounds and physical and mental abilities g.6. identify and correctly use equipment, processes and procedures relevant to the creation of customer relationships g.7. apply relevant agreements, codes of practice or other legislative requirements to work processes
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to meet customer needs and expectations, and/or a.2. meet customer needs and expectations in an appropriate range of workplace contexts

Evidence Guide (continued)

MEET CUSTOMER NEEDS AND EXPECTATIONS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying the need(s) required by the customer a.2. delivering customer service in accordance with identified customer needs and workplace procedures and in an appropriate timeframe a.3. recommending an acceptable alternative to the customer, or explaining to the customer why a need(s) cannot be met and any further actions which will be taken in a manner which is acceptable to the customer a.4. using appropriate communication strategies and equipment a.5. locating, interpreting and applying relevant information <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. regulations and codes of conduct pertaining to customer service b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions related to the creation of customer relationships b.4. relevant guidelines relating to the use of required equipment <p>c. Action is taken promptly to respond to/report any customer relationship problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. This unit is essentially skills-based and it is expected that assessment will be largely practical (i.e. workplace-based or by simulation) in nature, supported by questioning to assess product knowledge.</p> <p>c. Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. Questioning may occur in the work environment, or other suitable room such as an office, classroom or lunchroom.</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

TDTGCS006A ADDRESS CUSTOMER NEEDS

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required to manage ongoing relationships with a customer (i.e. the customer relationship will typically involve interacting with the customer a number of times over an extended period). Such relationships are of a more complex nature where the worker needs to explore with the customer what outcomes are possible and may best promote satisfaction. It also requires the worker to be familiar with a product/service that varies widely and is capable of significant customisation. The nature of the service/product delivery needs to be explored/negotiated with the customer.

This unit is identical to the cross-industry guideline unit GCS006A with the same title.

ELEMENT	PERFORMANCE CRITERIA
1. Assist customer to articulate needs	<ul style="list-style-type: none">a. Customer needs are fully explored, understood and agreedb. Available services/products are explained and matched to customer needsc. The rights and responsibilities of customers are identified and effectively communicated to the customer as appropriate
2. Satisfy complex customer needs	<ul style="list-style-type: none">a. Possibilities for meeting customer needs are explainedb. Customers are assisted to evaluate service/product options to satisfy their needsc. Preferred action is determined and prioritisedd. Potential areas of difficulty in customer service delivery are identified, and appropriate actions are taken in a positive manner

Range Of Variables

ADDRESS CUSTOMER NEEDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under some supervision usually within a team environment c. A worker may be expected to have detailed product knowledge so that they can recommend customised solutions. The worker will not only be expected to be able to apply organisation procedures, but also to be aware of, and apply as appropriate, broader issues such as ethics, industry practice and relevant government policies and regulations d. The customer relationship will typically involve interacting with the customer a number of times over an extended period
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be either internal or external and may include but are not limited to: <ul style="list-style-type: none"> b.1. customers with routine or special requests b.2. regular and new customers b.3. people from a range of social, cultural or ethnic backgrounds b.4. people with varying physical and mental abilities b.5. people who may be unwell, drug affected and emotionally distressed c. Effective communication techniques may include but are not limited to: <ul style="list-style-type: none"> c.1. active listening techniques c.2. using open and/or closed questions c.3. speaking clearly and concisely c.4. using appropriate language and tone of voice c.5. giving customers full attention c.6. maintaining eye contact (for face-to-face interactions) c.7. non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) c.8. clear, legible writing d. Contact with customers may include but is not limited to: <ul style="list-style-type: none"> d.1. face-to-face interactions d.2. answering the telephone d.3. interactions with team members e. Contact typically requires an ongoing and deep engagement with the customer and the discussion/negotiation of alternatives f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

ADDRESS CUSTOMER NEEDS

VARIABLE	SCOPE
2. Worksite environment	<ul style="list-style-type: none"> g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. fixed phone g.2. mobile phone g.3. fax g.4. e-mail g.5. Internet g.6. radio g.7. oral, aural or signed communications
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies for the addressing of long term customers including: <ul style="list-style-type: none"> a.1.1. procedural manuals a.1.2. product/service manuals, labels, instructions a.1.3. guidelines on staff appearance and presentation a.1.4. quality systems, standards and associated guidelines a.2. regulations and codes of practice relevant to consumer protection and trade practices a.3. induction documentation a.4. competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. supplier and/or client instructions a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. quality assurance standards and procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include but are not limited to: <ul style="list-style-type: none"> a.1. consumer law, environmental law, OHS, anti-discrimination/equal employment opportunity, harassment and other laws specific to local government, State and federal legislation a.2. privacy legislation a.3. relevant codes of conduct a.4. regulations concerning other rights and responsibilities including, but not limited to, informed consent and the fulfilment of external obligations

ADDRESS CUSTOMER NEEDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and address the need(s) required by the customer a.2. develop customised solutions to customer needs and deliver that service to standard and in an appropriate timeframe a.3. recommend an acceptable alternative to the customer (where necessary) a.4. explain to the customer why the need(s) cannot be met and any further actions which might be taken in a manner which is acceptable to the customer a.5. use appropriate communication strategies and equipment a.6. locate, interpret and apply relevant information
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and State/Territory standards, regulations and codes of practice relevant to the provision of customer service, including consumer laws and trade practices regulations b. OHS and procedures and guidelines relevant to workplace operations c. Workplace procedures and policies for identifying and addressing customer needs d. The importance of good communication when identifying and addressing customer needs e. The individual's role in identifying and addressing customer needs f. Requirements of customer service systems/operations and relevant equipment g. Ability to: <ul style="list-style-type: none"> g.1. apply language skills which allow for adequate communication with the customer g.2. apply literacy skills to the level required to identify and address customer needs and to acquire the required product knowledge g.3. apply numeracy skills to the level required to interpret customer requirements and meet their needs g.4. identify and solve problems that may occur when identifying and addressing customer needs g.5. relate to customers from a range of social, cultural and ethnic backgrounds and physical and mental abilities g.6. identify and correctly use equipment, processes and procedures relevant to the identification and addressing of customer needs g.7. apply relevant agreements, codes of practice or other legislative requirements to work processes
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to identify and address customer needs, and/or a.2. identify and address customer needs in an appropriate range of workplace contexts

Evidence Guide (continued)

ADDRESS CUSTOMER NEEDS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying the need(s) required by the customer a.2. delivering customer service in accordance with identified customer needs and workplace procedures and in an appropriate timeframe a.3. recommending an acceptable alternative to the customer, or explaining to the customer why a need(s) cannot be met and any further actions which will be taken in a manner which is acceptable to the customer a.4. using appropriate communication strategies and equipment a.5. locating, interpreting and applying relevant information <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. regulations and codes of conduct pertaining to customer service b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions related to the identification and addressing of customer needs b.4. relevant guidelines relating to the use of required equipment <p>c. Action is taken promptly to respond to/report any customer service problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. This unit is essentially skills-based and it is expected that assessment will be largely practical (i.e. workplace-based or by simulation) in nature, supported by questioning to assess product knowledge.</p> <p>c. Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. Questioning may occur in the work environment, or other suitable room such as an office, classroom or lunchroom.</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	2	2	1	3	1

TDTGCST03A PROCESS CUSTOMER COMPLAINTS

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required to handle negative feedback/complaints from customers, whether formal or informal. It would typically apply to that part of a person's role where they have responsibility for or may be more concerned with the processing of customer service complaints. This is a 'tactical' type of responsibility, as it is primarily about accepting responsibility for the processing of customer complaints.

This unit is identical to the cross-industry guideline unit GCST03A with the same title.

ELEMENT	PERFORMANCE CRITERIA
1. Respond to complaints	<ul style="list-style-type: none">a. Complaints are processed in accordance with organisational procedures established under company policies, legislation or codes of practiceb. Necessary reports relating to the complaints are obtained, documented and reviewedc. Decisions are made, taking into account applicable law, company policies and codesd. Resolution of the complaint is negotiated and agreed where possiblee. A register of complaints/disputes is maintainedf. Customer is informed of outcome of investigation
2. Refer complaints	<ul style="list-style-type: none">a. Complaints that require referral to other personnel or external bodies are identifiedb. Referrals are made to appropriate personnel for follow-up in accordance with individual level of responsibilityc. All documents and investigation reports are forwardedd. Appropriate personnel are followed up to gain prompt decisions

Range Of Variables

PROCESS CUSTOMER COMPLAINTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under some supervision, generally in a team environment c. Work involves the application of the regulatory requirements, customer service principles and standards and workplace procedures to the processing of customer complaints
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments and weather conditions by day or night: b. Customers may be either internal or external, and may include but are not limited to: <ul style="list-style-type: none"> b.1. customers with routine or special requests b.2. regular and new customers b.3. people from a range of social, cultural or ethnic backgrounds b.4. people with varying physical and mental abilities b.5. people who may be unwell, drug affected and emotionally distressed c. Types of complaints may range from simple customer dissatisfaction which can be resolved on the spot to scenarios where external bodies such as police are required; i.e. they may vary in terms of: <ul style="list-style-type: none"> c.1. severity c.2. formality c.3. source c.4. documentation required d. Effective communication techniques may include but are not limited to: <ul style="list-style-type: none"> d.1. active listening d.2. using open and/or closed questions d.3. speaking clearly and concisely d.4. using appropriate language and tone of voice d.5. giving customers full attention d.6. maintaining eye contact (for face-to-face interactions) d.7. non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) d.8. clear, legible writing e. Forms of documentation may include but are not limited to: <ul style="list-style-type: none"> e.1. written e.g. forms, reports e.2. audiovisual e.g. tapes e.3. computer-based systems f. Line of referrals may include but are not limited to: <ul style="list-style-type: none"> f.1. relevant superiors in the organisational hierarchy f.2. external bodies e.g. ombudsman, ICAC, police g. Contact with customers may include but is not limited to: <ul style="list-style-type: none"> g.1. face-to-face interactions g.2. answering the telephone g.3. interactions with team members

Range Of Variables (continued)

PROCESS CUSTOMER COMPLAINTS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>h. Organisational standards, policies and procedures may include but are not limited to:</p> <ul style="list-style-type: none"> h.1. complaints procedures h.2. organisational standard report forms h.3. job descriptions h.4. code of ethics h.5. staff appearance and presentation h.6. quality systems, standards and guidelines h.7. oral, aural or signed communications <p>i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures <p>j. Communication in the work area may include:</p> <ul style="list-style-type: none"> j.1. fixed phone j.2. mobile phone j.3. fax j.4. e-mail j.5. Internet j.6. radio
3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for the processing of customer complaints a.2. regulations and codes of practice relevant to the processing of customer complaints a.3. induction documentation a.4. competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. supplier and/or client instructions a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. customer service and quality assurance standards and procedures
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory/Commonwealth legislation, regulations, industry codes of practice, standards and guidelines, procedures and protocols, etc. relevant to processing customer complaints, including consumer law, trade practices legislation, and anti-discrimination/equal employment opportunity, harassment and privacy legislation a.2. relevant State/Territory environmental protection legislation a.3. relevant State/Territory OHS legislation

CO-ORDINATE QUALITY CUSTOMER SERVICE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify the need(s) and concerns of a customer a.2. process a complaint in accordance with workplace procedures and in an appropriate timeframe a.3. recommend appropriate action arising from a complaint a.4. communicate effectively when processing customer complaints a.5. respond appropriately to telephone and verbal inquiries a.6. locate, interpret and apply relevant information a.7. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and State/Territory standards, regulations and codes of practice relevant to the processing of customer complaints, including consumer laws and trade practices regulations b. OHS and procedures and guidelines relevant to workplace operations c. Workplace procedures and policies for the processing of customer complaints d. The importance of customer complaints as a source of information for continuous improvement of customer service e. The importance of good communication during the processing of customer complaints f. The individual's role in processing customer complaints g. Requirements of customer service systems/operations and relevant equipment h. Ability to: <ul style="list-style-type: none"> h.1. apply language skills which allow for adequate communication with required people h.2. apply literacy skills to the level required to process complaints h.3. apply numeracy skills to the level required to interpret the interpret customer complaints and take required actions h.4. identify and solve problems when dealing with customer enquiries or complaints h.5. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities h.6. identify and correctly use equipment, processes and procedures h.7. modify activities depending on differing workplace contexts, risk situations and environments h.8. apply relevant agreements, codes of practice or other legislative requirements to work processes
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to process customer complaints, and/or a.2. process customer complaints in an appropriate range of workplace contexts

Evidence Guide (continued)

PROCESS CUSTOMER COMPLAINTS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying the need(s) and concerns of a customer a.2. processing a complaint a.3. recommending appropriate action arising from a complaint a.4. communicating effectively during the processing of customer complaints <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Relevant regulations and codes of practice b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions related to the processing of customer complaints b.4. relevant guidelines relating to the use of required equipment <p>c. Action is taken promptly to respond to/report any customer complaints in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. Questioning may occur in the work environment, or other suitable room such as an office, classroom or lunchroom.</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	2	1

BSBCMN310A DELIVER AND MONITOR A SERVICE TO CUSTOMERS

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required to identify customers' needs and to deliver, monitor and evaluate a service provided to customers against the identified customer needs, the organisation's customer service standards and relevant regulatory requirements.

This unit is identical to the Business Services unit of the same code but has been reformatted into the ANTA approved TDT Training Package format.

ELEMENT	PERFORMANCE CRITERIA
1. Identify customers' needs	<ul style="list-style-type: none"> a. Customers' needs and expectations are clarified and accurately identified using appropriate interpersonal skills b. Customers' needs are assessed for urgency to determine priorities for service delivery in accordance with organisational requirements c. Customers are provided with information about available choices for meeting their needs and assisted in the selection of preferred options d. Limitations in addressing customers' needs are identified and appropriate assistance is sought from designated individuals
2. Deliver a service to customers	<ul style="list-style-type: none"> a. Service is provided promptly to customers to meet identified needs in accordance with organisational requirements b. Appropriate rapport is established and maintained with customers to ensure completion of the delivery of a quality service c. Customers' complaints are handled sensitively and courteously in accordance with organisational requirements d. Customers with special needs or assistance are responded to in accordance with organisational requirements e. Available opportunities are identified and used to promote and enhance services and products to customers
3. Monitor and report on service delivery	<ul style="list-style-type: none"> a. Customer satisfaction with service delivery is regularly reviewed using verifiable evidence in accordance with organisational requirements b. Opportunities to enhance the quality of service and products are identified and pursued within organisational requirements c. Procedural aspects of service delivery are monitored for effectiveness and suitability to customer requirements d. Customer feedback is regularly sought and used to improve the provision of products and services e. Decisions to modify products or services incorporate evidence of customer satisfaction and are within organisational requirements f. Reports are clear, detailed and contain recommendations focused on critical aspects of service delivery

Range Of Variables

DELIVER AND MONITOR A SERVICE TO CUSTOMERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace customer service procedures and standards b. Work is performed under general supervision c. Work involves the application of the routine procedures to the delivery and monitoring of service to customers
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night: b. Customers may be: <ul style="list-style-type: none"> b.1. internal or external b.2. other agencies b.3. individual members of the organisation b.4. corporate customers b.5. individual members of the public c. Customer needs and expectations may relate to: <ul style="list-style-type: none"> c.1. advice or general information c.2. specific information c.3. further information c.4. making an appointment c.5. complaints c.6. purchasing organisation's products and services c.7. returning organisation's products and services c.8. accuracy of information c.9. fairness/politeness c.10. prices/value d. Appropriate interpersonal skills may include: <ul style="list-style-type: none"> d.1. using appropriate body language d.2. summarising and paraphrasing to check understanding of customer's message d.3. providing an opportunity for the customer to confirm their request d.4. seeking feedback from the customer to confirm understanding of needs d.5. questioning to clarify and confirm the customer's needs d.6. listening actively to what the customer is communicating e. Organisational requirements may include: <ul style="list-style-type: none"> e.1. quality assurances and/or procedures manuals e.2. goals, objectives, plans, systems and processes e.3. legal and organisational policy/guidelines and requirements e.4. Occupational Health and Safety policies, procedures and programs e.5. anti-discrimination and related policy e.6. access and equity principles and practice e.7. quality and continuous improvement processes and standards e.8. defined resource parameters e.9. who is responsible for products or services e.10. pricing and discount policies e.11. replacement and refund policy and procedures e.12. payment and delivery options

Range Of Variables (continued)

DELIVER AND MONITOR A SERVICE TO CUSTOMERS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>f. Designated individuals may include:</p> <ul style="list-style-type: none"> f.1. supervisor f.2. customers f.3. colleagues f.4. line management <p>g. Customers' complaints may include:</p> <ul style="list-style-type: none"> g.1. damaged goods or goods not delivered g.2. administrative errors such as incorrect invoices or prices g.3. warehouse or store room errors such as incorrect product delivered g.4. service errors g.5. delivery errors g.6. product not delivered on time g.7. customer satisfaction with service quality <p>h. Customers with special needs may include:</p> <ul style="list-style-type: none"> h.1. disabilities h.2. language h.3. beliefs/values h.4. religious/spiritual observances h.5. gender, age h.6. culture h.7. age <p>i. Opportunities for enhancing quality of service or product may include:</p> <ul style="list-style-type: none"> i.1. procedures for delivery of goods i.2. returns policy i.3. system for recording complaints i.4. extending timelines i.5. packaging procedures i.6. update of customer service charter <p>j. Verifiable evidence may include:</p> <ul style="list-style-type: none"> j.1. customer satisfaction questionnaires j.2. audit documentation and reports j.3. quality assurance data j.4. returned goods j.5. lapsed customers j.6. service calls j.7. complaints <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures

Range Of Variables (continued)

DELIVER AND MONITOR A SERVICE TO CUSTOMERS

VARIABLE	SCOPE
2. Worksite environment (continued)	i. Communication in the work area may include: <ol style="list-style-type: none"> i.1. fixed phone i.2. mobile phone i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications
3. Sources of information/ documents	a. Information/documents may include: <ol style="list-style-type: none"> a.1. workplace customer service procedures and policies a.2. regulations and codes of practice relevant to the provision of customer service a.3. induction documentation a.4. competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. supplier and/or customer instructions a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. standards and certification requirements a.9. quality assurance standards and procedures a.10. emergency procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ol style="list-style-type: none"> a.1. State/Territory customer service and trade practices legislation and regulations a.2. award and enterprise agreements and relevant industrial instruments a.3. relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, a.4. equal opportunity, industrial relations and anti-discrimination legislation

DELIVER AND MONITOR A SERVICE TO CUSTOMERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify needs and priorities of customers a.2. distinguish between different levels of customer satisfaction a.3. treat customers with courtesy and respect a.4. identify and comply with organisational requirements a.5. respond to and report on customer feedback
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State/Territory standards, regulations and codes of practice b. OHS and environmental protection procedures and guidelines relevant to workplace operations c. Workplace procedures and policies for the coordination of quality customer services in workplace operations d. Principles of excellent customer service e. Understanding the organisation's business structure, products and services f. Understanding the organisation's policy and procedures for customer service including handling customer complaints g. Knowledge of product and service standards and best practice models h. Understanding the principles of quality assurance i. Understanding public relations and product promotion j. Consultation methods, techniques and protocols k. Techniques for dealing with customers, including customers with special needs l. Requirements of workplace systems/operations and relevant equipment m. Ability to: <ul style="list-style-type: none"> m.1. apply literacy skills to read and understand a variety of texts; prepare general information and papers according to target audience; spell with accuracy; use grammar and punctuation effectively as an aid to understanding m.2. apply proofreading and editing skills to ensure clarity of meaning and conformity to organisational requirements, check for accuracy and consistency of information m.3. apply report writing skills to identify and elaborate on customer service strategies; assess information for relevance and accuracy; source additional information as required m.4. apply technology skills including the ability to select and use technology appropriate to a task m.5. identify and solve problems when dealing with customer enquiries or complaints m.6. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities m.7. modify activities depending on differing workplace contexts, risk situations and environments m.8. apply relevant agreements, codes of practice or other legislative requirements to work processes

Evidence Guide (continued)

DELIVER AND MONITOR A SERVICE TO CUSTOMERS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to deliver and monitor a service to customers, and/or a.2. deliver and monitor services to customers in an appropriate range of workplace contexts
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying needs and priorities of customers a.2. distinguishing between different levels of customer satisfaction a.3. treating customers with courtesy and respect a.4. identifying and complying with organisational requirements a.5. responding to and reporting on customer feedback b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. regulations and codes of practice pertaining to the delivery of customer service b.2. OHS regulations and hazard prevention policies and procedures b.3. environmental protection procedures b.4. workplace procedures and work instructions related to the delivery and monitoring of quality customer service b.5. relevant guidelines relating to the use of required equipment b.6. housekeeping procedures c. Action is taken promptly to respond to/report any customer service problems in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
<p>6. Context for assessment</p>	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

DELIVER AND MONITOR A SERVICE TO CUSTOMERS

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to apply quality procedures within work activities including applying quality concepts to work, planning and trialing improvements in work processes and implementing improvements confirmed through the trials.

ELEMENT	PERFORMANCE CRITERIA
1. Apply quality concepts	<ul style="list-style-type: none"> a. Responsibility is taken for quality of own work when providing services or products to meet external and internal customer needs b. Work is completed in accordance with workplace standards as defined in enterprise policies and procedures c. Basic quality concepts are applied to work activities
2. Trial improvements	<ul style="list-style-type: none"> a. Improvements to work processes are planned and trialed b. Trials of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements
3. Implement improvements	<ul style="list-style-type: none"> a. Improvement initiatives trialed and confirmed as successful are implemented in accordance with enterprise procedures b. Work is completed in accordance with workplace procedures

Range Of Variables

APPLY QUALITY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant regulations and workplace quality standards b. Work is performed under limited or minimum supervision, generally within a team environment c. Work involves the application of established routine procedures to ensure the quality of products and services in the transport and distribution industry
2. Worksite environment	<ul style="list-style-type: none"> a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in a range of work contexts and may include: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. other workplace personnel e.2. management e.3. union representatives e.4. industrial relations personnel e.5. OHS specialists e.6. other professional or technical staff f. Communication in the work area may include: <ul style="list-style-type: none"> f.1. phone f.2. electronic data interchange (EDI) f.3. fax f.4. e-mail f.5. Internet f.6. radio f.7. oral, aural or signed communications g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

APPLY QUALITY PROCEDURES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. quality assurance procedures and standards a.2. relevant codes of practice and regulatory requirements a.3. relevant Australian standards and certification requirements a.4. workplace procedures and policies a.5. manufacturer's instructions concerning the use of equipment and/or materials a.6. supplier and/or client instructions a.7. material safety data sheets a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. OHS policy and procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes of practice and regulatory requirements a.2. relevant Australian standards and certification requirements a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. workplace relations regulations a.6. workers compensation regulations a.7. dangerous goods code and regulations a.8. water and road use and licence arrangements a.9. relevant patent or copyright arrangements a.10. dangerous goods and air freight regulations a.11. relevant export/import/quarantine/bond requirements

APPLY QUALITY PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow quality assurance procedures a.2. trial, recommend and implement improvements to work systems as directed a.3. locate, interpret and apply relevant information a.4. provide customer/client service a.5. work effectively with colleagues a.6. convey information in written and oral form a.7. maintain workplace records a.8. use workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Workplace quality assurance and improvement principles and procedures b. Relevant OHS procedures and guidelines c. Housekeeping standards and procedures required in the workplace d. Workplace/site layout e. Focus of operation of work systems, equipment or management, site and organisational operating procedures f. Typical quality-related problems that may arise in work operations and products and related options for action and solutions g. Impact of job on enterprise and individual performance h. Ability to read and comprehend simple statements in English i. Ability to identify and use equipment, processes and procedures required within the context of the job concerned j. Ability to modify activities depending on differing workplace contexts, risk situations and environments
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply routine quality procedures to relevant workplace tasks, and/or a.2. apply routine quality procedures to workplace tasks in an appropriate range of operational situations

Evidence Guide (continued)

APPLY QUALITY PROCEDURES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. follow quality assurance procedures a.2. trial, recommend and implement improvements to work systems as directed a.3. locate, interpret and apply relevant information a.4. provide customer/client service a.5. work effectively with colleagues a.6. convey information in written and oral form a.7. maintain workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. workplace quality assurance procedures b.2. OHS regulations and hazard prevention policies and procedures b.3. operational procedures relevant to job requirements in the workplace b.4. obtaining assistance from other team members when required b.5. issue resolution procedures b.6. housekeeping procedures b.7. security procedures b.8. waste, pollution and recycling management policies and procedures <p>c. Action is taken promptly to report and/or rectify any identified quality problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	1	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to apply quality systems in workplace operations including working within a quality improvement system and using quality improvement systems, tools and techniques in accordance with enterprise procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Work within a quality improvement system	<ul style="list-style-type: none"> a. Instructions are followed and duties are performed either individually or as a member of a work team within a quality improvement system b. Work is completed either individually or as a member of a work team in accordance with standards as defined in workplace policies and procedures
2. Use quality improvement systems, tools and techniques	<ul style="list-style-type: none"> a. Variations in the quality of services and/or products from required standards are detected and reported in accordance with workplace procedures b. Variations in the quality of services and/or products from required standards are detected and reported in accordance with workplace procedures c. Quality of operations/service is monitored and adjusted as required to ensure the satisfaction of both internal and external customers d. Quality improvement tools and techniques are used both individually and as part of a work team to systematically improve the quality of work and services

Range Of Variables

APPLY QUALITY SYSTEMS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant regulations and workplace quality standards b. Work is performed under some supervision, generally within a team environment c. Work involves the application of quality assurance principles and procedures to implement quality systems and quality improvement initiatives within workplace activities
2. Worksite environment	<ul style="list-style-type: none"> a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in a range of work contexts and may include: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles e. Quality improvement tools may include a range of techniques including: <ul style="list-style-type: none"> e.1. product sampling and testing e.2. monitoring of operational performance e.3. fault/problem analysis e.4. client surveys e.5. trials of quality improvement initiatives f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other workplace personnel f.2. management f.3. union representatives f.4. industrial relations personnel f.5. OHS specialists f.6. other professional or technical staff g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. radio g.7. oral, aural or signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

APPLY QUALITY SYSTEMS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. quality assurance procedures and standards a.2. relevant codes of practice and regulatory requirements a.3. relevant Australian standards and certification requirements a.4. workplace procedures and policies a.5. manufacturer's instructions concerning the use of equipment and/or materials a.6. manifests, bar codes, goods and container information/serial number a.7. supplier and/or client instructions a.8. material safety data sheets a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. OHS policy and procedures a.12. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes of practice and regulatory requirements a.2. relevant Australian standards and certification requirements a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. workplace relations regulations a.6. workers compensation regulations a.7. Dangerous Goods Code and associated regulations a.8. water and road use and licence arrangements a.9. relevant patent or copyright arrangements a.10. dangerous goods and air freight regulations a.11. relevant export/import/quarantine/bond requirements

APPLY QUALITY SYSTEMS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. implement a quality assurance system a.2. use quality improvement tools and methods a.3. trial, recommend and implement improvements to work systems a.4. locate, interpret and apply relevant information a.5. provide customer/client service a.6. work effectively with colleagues a.7. convey information in written and oral form a.8. maintain workplace records a.9. use workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Workplace quality assurance and improvement principles and procedures b. Quality improvement tools and methods c. Relevant OHS procedures and guidelines d. Housekeeping standards and procedures required in the workplace e. Workplace/site layout f. Focus of operation of work systems, equipment or management, site and organisational operating procedures g. Typical quality-related problems that may arise in work operations and products and related options for action and solutions h. Impact of job on enterprise and individual performance i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to work within a team environment k. Ability to read and comprehend simple statements in English l. Ability to identify and use equipment, processes and procedures required within the context of the job concerned
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply and implement quality systems in a workplace, and/or a.2. apply and implement quality systems in an appropriate range of operational situations

Evidence Guide (continued)

APPLY QUALITY SYSTEMS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. implementing a quality assurance system a.2. using quality improvement tools and methods a.3. trialing, recommending and implementing improvements to work systems a.4. locating, interpreting and applying relevant information a.5. providing customer/client service a.6. working effectively with colleagues a.7. conveying information in written and oral form a.8. maintaining workplace records a.9. using workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. workplace quality assurance systems and procedures b.2. OHS regulations and hazard prevention policies and procedures b.3. operational procedures relevant to job requirements in the workplace b.4. obtaining assistance from other team members when required b.5. issue resolution procedures b.6. housekeeping procedures b.7. security procedures b.8. waste, pollution and recycling management policies and procedures <p>c. Action is taken promptly to report and/or rectify any identified quality problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to sample, inspect and test products to specification including establishing specifications and test procedures, selecting evidence, conducting and interpreting tests, and reporting findings.

ELEMENT	PERFORMANCE CRITERIA
1. Establish specifications and test procedures	<ul style="list-style-type: none"> a. Product quality specifications and required outcomes are read, drawings interpreted and test parameters are identified b. Test methods for each required test parameter are identified and the most efficient test method is noted c. Requirements for testing by personnel external to the work area are identified and appropriate permission is obtained d. Sampling, inspection and testing are conducted in accordance with hazardous substances regulations
2. Select evidence	<ul style="list-style-type: none"> a. Appropriate conforming and/or non-conforming products, materials and/or waste are selected for testing b. Observations of operators and copies of procedures are collected
3. Conduct and interpret tests	<ul style="list-style-type: none"> a. Tests are conducted following workplace procedures, including quality assurance procedures, and the results are documented as required b. Emergency procedures are identified and engaged in the event of an incident c. Comparisons of all data collected are made d. Any recommendations are noted and considered for feasibility e. Equipment is maintained in accordance with workplace and manufacturer's requirements
4. Report findings	<ul style="list-style-type: none"> a. Findings of tests are documented in accordance with workplace procedures b. Potential or existing problems and appropriate recommendations are proposed and reported either orally and/or in writing

Range Of Variables

SAMPLE, INSPECT AND TEST PRODUCTS TO SPECIFICATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant regulations, codes of practice, Australian standards and workplace quality standards. b. Work is performed under limited or minimum supervision, generally within a team environment. Discretion and judgement are exercised in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. c. Work involves the application of quality assurance principles and procedures to the sampling, inspection and testing of products as part of operations in the warehousing, storage, transport and distribution industries.
2. Worksite environment	<ul style="list-style-type: none"> a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Sampling/testing operations may be conducted in a range of work contexts and may include: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. other workplace personnel e.2. management e.3. union representatives e.4. industrial relations personnel e.5. OHS specialists e.6. other professional or technical staff f. Communication in the work area may include: <ul style="list-style-type: none"> f.1. phone f.2. electronic data interchange (EDI) f.3. fax f.4. e-mail f.5. Internet f.6. radio f.7. oral, aural or signed communications g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

SAMPLE, INSPECT AND TEST PRODUCTS TO SPECIFICATIONS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. quality assurance procedures and standards a.2. relevant codes of practice and regulatory requirements a.3. relevant Australian standards and certification requirements a.4. workplace procedures and policies a.5. manufacturer's instructions concerning the use of equipment and/or materials a.6. supplier and/or client instructions a.7. material safety data sheets a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. OHS policy and procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes of practice and regulatory requirements a.2. relevant Australian standards and certification requirements a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. workplace relations regulations a.6. workers compensation regulations a.7. dangerous goods code and regulations a.8. water and road use and relevant licence arrangements a.9. relevant patent or copyright arrangements a.10. dangerous goods and air freight regulations a.11. relevant export/import/quarantine/bond requirements

SAMPLE, INSPECT AND TEST PRODUCTS TO SPECIFICATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. establish specifications and test procedures a.2. locate, interpret and apply information relevant to the testing and sampling process a.3. select appropriate evidence for tests a.4. conduct and complete sampling and testing procedures in accordance with workplace procedures and practice, including identification of non-compliances and recommendation of processes to improve compliance a.5. use appropriate product handling methods a.6. report findings in written and oral form a.7. provide customer/client service a.8. work effectively with colleagues a.9. maintain workplace records a.10. use workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulations, codes of practice and Australian standards b. Workplace quality assurance principles and procedures c. Relevant OHS procedures and guidelines d. Workplace quality procedures for the sampling, inspection and testing of products e. Quality standards and test/inspection criteria for the products concerned f. Workplace/site layout g. Focus of operation of work systems, equipment or management, site and organisational operating procedures h. Typical sampling/testing problems that may arise in work operations and products and related options for action and solutions i. Impact of job on enterprise and individual performance j. Housekeeping standards and procedures required in the workplace k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to read and comprehend simple statements in English m. Ability to identify and use equipment, processes and procedures required within the context of the job concerned
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply routine quality procedures to relevant workplace tasks, and/or a.2. apply routine quality procedures to workplace tasks in an appropriate range of operational situations

SAMPLE, INSPECT AND TEST PRODUCTS TO SPECIFICATIONS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. establishing specifications and test procedures a.2. locating, interpreting and applying information relevant to the testing and sampling process a.3. selecting appropriate evidence for tests a.4. conducting and completing sampling and testing procedures in accordance with workplace procedures and practice a.5. using appropriate product handling methods a.6. reporting findings in written and oral form a.7. providing customer/client service a.8. working effectively with colleagues a.9. maintaining workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. workplace quality sampling, inspection and testing procedures b.2. OHS regulations and hazard prevention policies and procedures b.3. operational procedures relevant to job requirements in the workplace b.4. obtaining assistance from other team members when required b.5. issue resolution procedures b.6. housekeeping procedures b.7. security procedures b.8. waste, pollution and recycling management policies and procedures <p>c. Action is taken promptly to report and/or rectify any identified sampling/testing problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	2	2	3

TDTK197B USE INFOTECHNOLOGY DEVICES AND COMPUTER APPLICATIONS IN THE WORKPLACE

Field K Computers and Technology

DESCRIPTION:

This unit involves the skills and knowledge required to use infotechnology devices and computer applications in the workplace including identifying computer equipment and systems, setting up and shutting down equipment for use, and inputting, retrieving and presenting files/data in accordance with work requirements.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify infotechnology/ computer equipment and systems</p>	<ul style="list-style-type: none"> a. Types of computerised equipment used in the work area are identified b. Functions of equipment, component parts and accessories are identified c. Applications for workplace activities of the different infotechnology systems and related software are interpreted d. Routine faults in operating systems, software applications and operator errors are identified e. Sources of information on rectifying faults and operating equipment, systems and application are identified
<p>2. Set up and shut down equipment for use</p>	<ul style="list-style-type: none"> a. Work station equipment is adjusted to meet ergonomic requirements and appropriate posture is used b. Computer is booted, logged on and checked where required for viruses c. Equipment is set up for work requirements in accordance with workplace procedures and manufacturer's guidelines d. Operating manuals and/or help screens for infotechnology equipment and software are used to inform work practices e. Software packages and accessories for required application are selected and accessed f. Required file and/or data to be accessed is identified g. Files/data are saved prior to shut-down h. Shut-down procedures for files, applications and equipment are followed

<p>3. Input, store, retrieve and present files/data</p>	<ul style="list-style-type: none"> a. Data is entered using appropriate equipment, keyboard/mouse, bar code reader or other system b. Accurate input is confirmed c. Files are created and/or saved in accordance with workplace procedures d. Data is manipulated to suit work requirements and checked for accuracy e. Appropriate printers are accessed and print-preview facilities used f. Files are transferred from drive to drive within workplace policies and guidelines g. Saved files are accessed through relevant directories h. Information and disk(s) are stored where appropriate i. Information is presented using computerised projection facilities where required
<p>4. Implement workplace procedures for management and security of data</p>	<ul style="list-style-type: none"> a. Security procedures are followed as required b. Information systems are managed in accordance with workplace procedures and manufacturer's guidelines c. Precautions against the loss or corruption of data are followed in accordance with workplace procedures

Range Of Variables

USE INFOTECHNOLOGY DEVICES AND COMPUTER APPLICATIONS IN THE WORKPLACE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant OHS regulations and workplace procedures concerning the use of computer equipment in the workplace b. Work is performed under some supervision, generally within a team environment c. Work involves the application of routine procedures for the use of computers for information management in the transport and distribution industry
2. Worksite environment	<ul style="list-style-type: none"> a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in a range of work contexts e. Infotechnology/computer equipment may include: <ul style="list-style-type: none"> e.1. keyboards e.2. monitors e.3. bar code readers e.4. printers e.5. central processors e.6. networks (including intranet and Internet) e.7. CD-ROM drives e.8. floppy disk drives e.9. radio frequency devices e.10. computer driven projectors f. Computer applications may include: <ul style="list-style-type: none"> f.1. word processors f.2. inventory control and stock management systems f.3. electronic data interchange (EDI) systems f.4. information databases and storage systems f.5. invoicing and payment systems f.6. manifests control systems f.7. work organisation systems f.8. internet browsers f.9. computerised presentation software g. Personnel in the work area may include: <ul style="list-style-type: none"> g.1. workplace personnel g.2. site visitors g.3. contractors g.4. official representatives

Range Of Variables (continued)

USE INFOTECHNOLOGY DEVICES AND COMPUTER APPLICATIONS IN THE WORKPLACE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Communication in the work area may include:</p> <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange (EDI) h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. oral, aural or signed communications <p>i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, goods and container identification/serial number a.3. manufacturer's instructions concerning the use computing equipment a.4. workplace procedures and policies for the use of computer equipment a.5. supplier and/or client instructions a.6. material safety data sheets a.7. relevant codes of practice a.8. relevant legislation, regulations and related documentation a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory OHS legislation a.2. relevant State/Territory environmental protection legislation a.3. workplace relations regulations a.4. workers compensation regulations a.5. dangerous goods code and regulations

Evidence Guide

USE INFOTECHNOLOGY DEVICES AND COMPUTER APPLICATIONS IN THE WORKPLACE

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> a.1. identify computer management information equipment and systems a.2. set up and shut down computer equipment in accordance with workplace procedures and manufacturer's instructions a.3. locate, interpret and apply relevant information a.4. use computerised information processing equipment, software and operating systems a.5. input, retrieve and present files/data a.6. maintain workplace computer files and records
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Relevant OHS procedures and guidelines concerning the use of computer equipment in the workplace b. OHS risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards c. Workplace procedures for the use of computer equipment and application software appropriate for work role d. Housekeeping standards and procedures required in the workplace e. Workplace/site layout f. Ability to modify activities depending on differing workplace contexts, risk situations and environments g. Ability to read and comprehend simple statements in English h. Ability to identify and use computer equipment, software, processes and procedures required within the context of the job i. Ability to maintain eye-hand coordination
4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to use computer equipment and applications software to complete relevant workplace tasks, and/or a.2. use computer equipment and applications software to complete workplace tasks in an appropriate range of operational situations

USE INFOTECHNOLOGY DEVICES AND COMPUTER APPLICATIONS IN THE WORKPLACE

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying computer equipment and systems a.2. setting up and shutting down computer equipment in accordance with workplace procedures and manufacturer's instructions a.3. locating, interpreting and applying relevant information a.4. using computerised information processing equipment, software and operating systems a.5. inputting, retrieving and presenting files/data a.6. maintaining workplace computer files and records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. OHS regulations and hazard prevention policies and procedures b.2. workplace procedures and work instructions concerning the use of computers and software relevant to job requirements in the workplace b.3. obtaining assistance from other team members when required b.4. housekeeping procedures <p>c. Action is taken promptly to report and/or rectify any difficulties in the use of computers/software in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to enter data into an infotechnology device using a keyboard including the application of OHS principles to keyboard operations and the accurate entry of the data.

ELEMENT	PERFORMANCE CRITERIA
1. Apply occupational health and safety principles	<ul style="list-style-type: none"> a. Information on OHS requirements when using keyboard/keypad devices is accessed and interpreted b. Posture and ergonomic settings of chair and workstation are adjusted following OHS guidelines c. OHS guidelines on the use of periods of rest and exercise are followed when using computer keyboards, calculators or other data entry devices using keyboards or keypads
2. Enter data	<ul style="list-style-type: none"> a. Text and numeric data are entered into a computer, calculator or other data entry device using a keyboard or keypad as part of workplace tasks b. Entered information is checked and corrected using a keyboard or keypad

Range Of Variables

APPLY KEYBOARD SKILLS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant OHS regulations and workplace procedures concerning the use of computer equipment in the workplace b. Work is performed under some supervision, generally within a team environment c. Work involves the application of the routine procedures for the use of computers for information management in the transport and distribution industry
2. Worksite environment	<ul style="list-style-type: none"> a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Keyboards/keypads may be used in a range of work contexts, including <ul style="list-style-type: none"> d.1. in the workplace, warehouse or depot d.1. in the business office d.1. in a vehicle on the road d.1. at a client's workplace e. Keyboards/keypads may be used on a range of infotechnology equipment, including: <ul style="list-style-type: none"> e.1. computers e.2. cash registers e.3. calculators e.4. electronic typewriters e.5. various forms of data entry devices f. Keyboard skills may be required to enter data via a range of work-based computer applications including: <ul style="list-style-type: none"> f.1. word processors f.2. inventory control and stock management systems f.3. electronic data interchange (EDI) systems f.4. information databases and storage systems f.5. invoicing and payment systems f.6. manifests control systems f.7. work organisation systems f.8. Internet browsers f.9. computerised presentation software g. Personnel in the work area may include: <ul style="list-style-type: none"> g.1. workplace personnel g.2. site visitors g.3. contractors g.4. official representatives h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

APPLY KEYBOARD SKILLS

VARIABLE	SCOPE
3. Sources of information/documents	a. Information/documents may include: a.1. goods identification numbers and codes a.2. manifests, bar codes, goods and container identification/serial number a.3. manufacturer's instructions concerning the use of keyboards/keypads a.4. workplace procedures and policies for the use of computer equipment a.5. supplier and/or client instructions a.6. material safety data sheets a.7. relevant codes of practice a.8. relevant legislation, regulations and related documentation a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: a.1. relevant State/Territory OHS legislation a.2. workplace relations regulations a.3. workers compensation regulations

APPLY KEYBOARD SKILLS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. enter data accurately using a keyboard/keypad a.2. locate, interpret and apply relevant information a.3. check accuracy of entered data a.4. input, retrieve and present files/data a.5. follow OHS procedures when using a keyboard/keypad
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS procedures and guidelines concerning the use of computer equipment in the workplace, including recommended posture, ergonomic settings of chair and work station, and the use of periods of rest and exercise b. OHS risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards c. Procedures for the use of keyboards and computer equipment in the workplace d. Housekeeping standards and procedures required in the workplace e. Site layout f. Ability to modify activities depending on differing workplace contexts, risk situations and environments g. Ability to read and comprehend simple statements in English h. Ability to identify computer equipment, processes and procedures used within context of the job i. Ability to maintain eye-hand coordination
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply keyboard skills to complete relevant workplace tasks, and/or a.2. apply keyboard skills to complete workplace tasks in an appropriate range of operational situations

Evidence Guide (continued)

APPLY KEYBOARD SKILLS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. entering data accurately using a keyboard/keypad a.2. locating, interpreting and applying relevant information a.3. checking accuracy of entered data a.4. inputting, retrieving and presenting files/data a.5. following OHS procedures when using a keyboard/keypad <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. OHS regulations and hazard prevention policies and procedures b.2. workplace procedures and work instructions concerning the use of keyboards/keypads in the workplace b.3. obtaining assistance from other team members when required b.4. housekeeping procedures <p>c. Action is taken promptly to report any difficulties in the entry of data using keyboards/keypads in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

TDTK798B **PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION**

Field K Computers and Technology

DESCRIPTION:

This unit involves the skills and knowledge required to perform electronic data interchange (EDI) to transmit shipping documentation including identifying and establishing document purpose and information sources, compiling data files, and transmitting and receiving documentation.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify and establish document purpose and information sources</p>	<p>a. Purpose of task is identified and appropriate document template(s) accessed b. Manual and computerised sources of data are accessed in accordance with the requirements of the task c. Existing files and data required to be updated are identified d. Stored data regarding applicable regulations, client instructions, protocols and procedures are selected and combined correctly for the task</p>
<p>2. Compile data files</p>	<p>a. Files are created/updated according to required format and layout b. Data are accurately entered following regulatory and workplace requirements and are consistent with required purpose c. All relevant sections of the documentation are checked for accuracy and completeness d. Discrepancies in documentation are identified and action undertaken in accordance with workplace procedures e. Files created or updated are saved and stored in accordance with workplace and regulatory requirements</p>
<p>3. Transmit documentation</p>	<p>a. Document destination(s) are correctly identified and selected b. Destinations are checked for readiness to receive transmission c. Security arrangements for data exchange are undertaken in accordance with workplace procedures d. Documents are transmitted ensuring componentry is used according to workplace procedures and that all information is correctly downloaded e. Action is undertaken within scope of authority to rectify transmission faults f. Print out of documents are made and filed/stored/forwarded in accordance with workplace procedures</p>
<p>4. Receive documentation</p>	<p>a. Infotechnology devices are checked for readiness to receive downloaded documentation b. Received documentation is printed and/or checked for accuracy and legibility c. Action is undertaken within scope of authority to rectify transmission faults d. Print-out of documents is made and filed/stored/forwarded in accordance with workplace procedures</p>

Range Of Variables

PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant regulations and workplace procedures concerning the use of electronic data interchange (EDI) to transmit shipping documentation b. Work is performed under general supervision c. Work involves the application of routine procedures to perform electronic data interchange (EDI) to transmit shipping documentation in the transport and distribution industry
2. Worksite environment	<ul style="list-style-type: none"> a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions b. Customers may be internal or external c. Work environment may include movement of equipment, goods, materials and vehicular traffic d. The electronic transfer medium may include: <ul style="list-style-type: none"> d.1. e-mail, d.2. bulletin boards d.3. computer faxes e. Security procedures may include: <ul style="list-style-type: none"> e.1. encryption of data e.2. controlled access e.3. regulated transmission times f. Transfer of data may include: <ul style="list-style-type: none"> f.1. interfaces between agents f.2. authorities f.3. brokers f.4. clients f.5. outposts g. Requirements for work may include: <ul style="list-style-type: none"> g.1. data protocols and procedures g.2. communications equipment g.3. security clearances g.4. incident/accident breakdown procedures g.5. authorities and permits g.6. hours of operations g.7. relevant regulations h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. international and domestic agents, suppliers, potential customers and existing clients h.3. relevant authorities and institutions h.4. management h.5. OHS specialists, h.6. other maintenance, professional or technical staff

Range Of Variables (continued)

PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange (EDI) i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies for the use of computer equipment and software required for electronic data interchange (EDI) a.2. manufacturer's instructions concerning the use required computing equipment and software a.3. goods identification numbers and codes a.4. manifests, bar codes, goods and container identification/serial numbers a.5. supplier and/or client instructions a.6. material safety data sheets a.7. relevant codes of practice a.8. relevant legislation, regulations and related documentation a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. relevant standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. local and international freight regulations a.2. relevant Australian standards and certification requirements a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. workplace relations regulations a.6. workers compensation regulations a.7. dangerous goods code and regulations

PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and establish document purpose and information sources a.2. assess transmission procedures and protocols for different documents and destinations a.3. select appropriate data sources and transmission mediums a.4. compile data files a.5. transmit and receive documentation a.6. implement appropriate security procedures a.7. determine and complete required documentation a.8. maintain workplace records and files
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant agreements, codes of practice or other legislative requirements including local and international freight regulations b. Relevant OHS procedures and guidelines concerning the use of computer equipment in the workplace c. OHS risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards d. Workplace procedures for the transfer and storage of electronic data and the use of related computer equipment and application software e. Equipment applications, capacities, configurations, safety hazards and control mechanisms f. Housekeeping standards and procedures required in the workplace g. Workplace/site layout h. Ability to modify activities depending on differing workplace contexts, risk situations and environments i. Ability to read and comprehend simple statements in English j. Ability to identify and use computer equipment, software, processes and procedures relevant to the context of the job k. Ability to maintain eye-hand coordination
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to perform electronic data interchange (EDI) to transmit shipping documentation, and/or a.2. perform electronic data interchange (EDI) to transmit shipping documentation in an appropriate range of operational situations

PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying and establishing document purpose and information sources a.2. assessing transmission procedures and protocols for different documents and destinations a.3. selecting appropriate data sources and transmission mediums a.4. compiling data files a.5. transmitting and receiving documentation a.6. implementing appropriate security procedures a.7. determining and completing required documentation a.8. maintaining workplace records and files <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. procedures related to relevant agreements, codes of practice or other legislative requirements, including local and international freight regulations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the use of computers and software relevant to electronic data interchange (EDI) operations in the workplace b.4. issue resolution procedures b.5. obtaining assistance from other team members when required b.6. guidelines relating to the effective use of technology equipment b.7. quality assurance procedures (where existing) b.8. security procedures b.9. housekeeping procedures <p>c. Action is taken promptly to report and/or rectify any difficulties in electronic data interchange (EDI) operations in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to complete workplace orientation and induction procedures when commencing a new work role, including identifying major areas of the workplace in terms of functions, organisational structures and occupations, and organising and accepting responsibility for own workload. It also includes the application of ethical practices in work activities, receiving and acting constructively on personal feedback, participating in the identification and meeting of one's own learning needs, and planning and organising a personal daily routine.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify major areas of the workplace in terms of functions, organisational structures and occupations</p>	<ul style="list-style-type: none"> a. The layout of the workplace, the flow of materials and goods where relevant and the work activities conducted in each work area are identified b. Organisational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined c. The types of facilities in the workplace, their purpose and (any) risk factors attached to them are identified d. Equipment and technology used in the workplace are outlined in terms of function and physical characteristics e. Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties f. Key internal and external customers and the workplace areas that serve them are identified g. Workplace hazards are identified and related hazard minimisation procedures followed h. Relevant personal protection equipment (PPE) is identified and correctly used in accordance with regulations and workplace requirements i. Workplace emergency procedures are identified and followed in real and simulated emergency situations
<p>2. Organise and accept responsibility for own workload</p>	<ul style="list-style-type: none"> a. Priorities and deadlines are established in consultation with others (as appropriate) and recorded b. Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected c. Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions d. Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to supervisory staff e. Additional support to improve work is communicated clearly to appropriate personnel

<p>3. Apply ethical practices</p>	<ul style="list-style-type: none"> a. Workplace procedures, regulations and legislation appropriate to the position are identified and followed b. Commitments and undertakings to clients, colleagues and supervisors are met c. Required confidentiality is maintained d. Appropriate codes of acceptable and ethical work practices are applied e. Workplace security policies are identified including the relationship to personal job role
<p>4. Receive and act constructively on personal feedback</p>	<ul style="list-style-type: none"> a. Suggestions on ways to improve work are sought regularly from appropriate personnel b. Feedback is acted upon as required to improve work performance
<p>5. Participate in identifying and meeting own learning needs</p>	<ul style="list-style-type: none"> a. Operations of the workplace, workplace equipment and focus of endeavour are identified b. Organisational structure, career paths and training opportunities appropriate to the enterprise are identified c. Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements d. Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others
<p>6. Plan and organise a personal daily routine</p>	<ul style="list-style-type: none"> a. Daily routine is planned to take into account rosters, industrial agreements and workplace procedures b. Clarification of requirements of tasks is sought when appropriate c. Achievable time and other performance measures are agreed d. Tasks are completed with variations to plan identified and reported

Range Of Variables

COMPLETE WORKPLACE ORIENTATION/INDUCTION PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Workplace orientation/induction is completed to enable a worker to enter and participate in the work activities of a workplace. Orientation/induction activities will be in accordance with the regulatory requirements and operational policies and procedures for the workplace concerned. b. Work is performed under some supervision, generally within a team environment. c. Work involves the development of the basic skills and knowledge to participate safely and effectively in workplace activities.
2. Worksite environment	<ul style="list-style-type: none"> a. Work will involve basic routine work functions in a variety of relevant work contexts b. Customers may be internal or external c. Operations may be conducted: <ul style="list-style-type: none"> c.1. by day or night c.2. in enclosed spaces c.3. in exposed conditions c.4. in controlled or open environments d. Hazards may include: <ul style="list-style-type: none"> d.1. vehicular traffic and pedestrians d.2. uneven ground, steps, road surfaces d.3. dust and vapours d.4. hazardous or dangerous materials d.5. humidity, air temperature and radiant heat d.6. light including UV d.7. noise e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. clients e.2. managers e.3. supervisors/team leaders e.4. workplace personnel e.5. visitors e.6. contractors e.7. official representatives e.8. union representatives e.9. industrial relations and OHS specialists e.10. other professional or technical staff e.11. local government authorities f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

COMPLETE WORKPLACE ORIENTATION/INDUCTION PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Communication may involve the basic use of a range of communication technology including:</p> <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. radio <p>h. Personal protection equipment may include:</p> <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. sunscreen, sunglasses and safety glasses h.4. two-way radios h.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, checklists and instructions a.2. operations manuals a.3. induction/orientation documentation a.4. competency standards and training materials a.5. job specification, site/workplace map and details of organisation structure a.6. conditions of service, relevant legislation, regulations and related documentation a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. supplier and/or client instructions a.10. manifests, bar codes, goods and container identification a.11. goods identification numbers and codes a.12. manufacturer's specifications a.13. material safety data sheets a.14. relevant Australian standards and certification requirements a.15. quality assurance procedures a.16. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the Australian standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OHS legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations a.6. licensing requirements for driving and carrying particular classes of goods a.7. workplace relations legislation a.8. workers compensation legislation

COMPLETE WORKPLACE ORIENTATION/INDUCTION PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. describe workplace operating principles, products and services a.3. provide customer/client service and work effectively with others a.4. read and interpret signs and symbols relevant to workplace functions a.5. identify workplace hazards and follow hazard minimisation procedures a.6. maintain basic workplace documentation and records a.7. use workplace colloquial and technical language and communication technologies in the workplace context a.8. explain the purpose and requirements of the customers' needs and the impact of that relationship to industry, enterprise structure, business systems, environment, legal and government requirements a.9. convey information in written and oral form a.10. identify workplace structure and roles and responsibilities of the individual's authority systems and contacts a.11. follow workplace procedures and ethical requirements relevant to the position a.12. describe employee and employer obligations under award, employment contract, OHS and other legislation in relation to engagement, working times and conditions, dismissal and discipline
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Workplace procedures and standards and duty of care requirements including OHS and environmental protection responsibilities b. Conditions of service including: <ul style="list-style-type: none"> b.1. employer and employee obligations under award b.2. employment contract b.3. OHS and other regulations in relation to engagement b.4. working times and conditions b.5. dismissal and discipline arrangements c. Workplace structures and the roles and responsibilities of team/group members d. Site/workplace layout e. Emergency procedures f. Basic workplace documentation and record keeping procedures and requirements g. Customer service standards and procedures h. Workplace hazards and related hazard minimisation procedures i. Personal protection equipment and instructions for its use j. Ability to identify workplace products and services and their features k. Ability to communicate effectively with others in the workplace l. Ability to identify and correctly use equipment, processes and procedures

COMPLETE WORKPLACE ORIENTATION/INDUCTION PROCEDURES

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to complete workplace orientation/induction procedures, and/or</p> <p>a.2. complete workplace orientation/induction procedures in an appropriate workplace context</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. locating, interpreting and applying relevant workplace information</p> <p>a.2. applying workplace operating procedures</p> <p>a.3. providing customer/client service and working effectively with others</p> <p>a.4. reading and interpreting signs and symbols relevant to workplace functions</p> <p>a.5. identifying workplace hazards and following hazard minimisation procedures</p> <p>a.6. maintaining basic workplace documentation and records</p> <p>a.7. conveying information in written and oral form</p> <p>a.8. identifying workplace products and services</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant regulations and codes</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and work instructions</p> <p>b.4. relevant guidelines relating to the use of equipment</p> <p>b.5. emergency procedures</p> <p>b.6. environmental protection procedures</p> <p>c. Action is taken promptly to report any workplace incidents and/or problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	2	2	2	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to undertake employee payroll activities in accordance with workplace requirements, including compiling and verifying payroll data, recording payroll data, and organising the payment of wages and salaries.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Compile and verify payroll data</p>	<ul style="list-style-type: none"> a. Pay sheets are compiled and checked for accuracy and compliance with organisational requirements b. All earnings are authorised and calculated in accordance with defined remuneration policies and workplace procedures c. Records of leave entitlements, leave taken, loadings and allowances are maintained
<p>2. Record payroll data</p>	<ul style="list-style-type: none"> a. Gross pay and deductions are accurately calculated from information contained in relevant documents b. Payments due to employees are calculated within workplace timelines c. Details of pay identifying gross and net amounts, deductions and other details are prepared for employees d. Tax is calculated in accordance with Australian Taxation Office (ATO) procedures e. Periodic deductions are forwarded to nominated creditors within designated timelines
<p>3. Organise payment of wages and salaries</p>	<ul style="list-style-type: none"> a. Methods of payment are arranged in accordance with workplace policies and procedures b. Wages are prepared and issued within designated timelines c. Records are kept and maintained in accordance with statutory requirements d. Security procedures are followed and confidentiality and security of information are maintained

Range Of Variables

UNDERTAKE EMPLOYEE PAYROLL ACTIVITIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace requirements concerning the completion of employee payroll requirements b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and relevant regulatory requirements to employee payroll activities in the stevedoring, transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Payroll activities may include the processing of information on: <ul style="list-style-type: none"> e.1. attendance e.2. payment details e.3. overtime allowances e.4. loadings e.5. leave records e.6. tax e.7. superannuation f. Payroll and other details may be manually or computer generated g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Personal protection equipment needed in the work area may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. protective clothing h.6. high visibility clothing i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. e-mail i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications

Range Of Variables (continued)

UNDERTAKE EMPLOYEE PAYROLL ACTIVITIES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>j. Consultative processes may involve:</p> <ul style="list-style-type: none"> j.1. staff members j.2. management j.3. union representatives j.4. industrial relations and OHS specialists j.5. other professional or technical staff <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for payroll activities a.2. employees' work records a.3. award, enterprise bargaining agreement, and/or other industrial arrangements a.4. workers' conditions of service a.5. workers compensation and superannuation regulations a.6. operations manuals, job specifications and induction documentation a.7. Australian and international codes of practice and regulations relevant to workplace activities a.8. manufacturer's specifications for relevant office and computer equipment a.9. relevant Australian standards and certification requirements a.10. OHS procedures and policies a.11. quality assurance procedures a.12. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations for the payroll operations a.2. relevant State/Territory OHS and environmental protection legislation a.3. workplace relations regulations a.4. workers compensation regulations a.5. privacy legislation

UNDERTAKE EMPLOYEE PAYROLL ACTIVITIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. compile and verify payroll data a.3. make up pays a.4. record payroll data a.5. respond to and manage payroll inquiries a.6. use paper-based or computerised information processing equipment, software and operating systems a.7. provide customer/client service and work effectively with others a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to payroll activities b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for carrying out employee payroll activities d. Focus of operation of work systems, equipment, management and site operating systems for payroll activities e. Documentation requirements when carrying out employee payroll activities f. Problems that may occur when carrying out employee payroll activities and appropriate action that can be taken to resolve the problems g. Relationship of loading/unloading plans and sequence sheets and pay records of individuals h. Workplace grading systems i. Workplace leave and roster systems j. Ability to: <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when carrying out employee payroll activities j.2. apply legislative and regulatory requirements relevant to employee payroll activities j.3. read and interpret instructions, procedures and employee records relevant to employee payroll activities j.4. receive, acknowledge and send messages with available communications equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to undertake employee payroll activities, and/or a.2. undertake employee payroll activities in an appropriate range of operational workplace situations

Evidence Guide (continued)

UNDERTAKE EMPLOYEE PAYROLL ACTIVITIES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant information a.2. compiling and verifying payroll data a.3. making up pays a.4. recording payroll data a.5. responding to and managing payroll inquiries a.6. using paper-based or computerised information processing equipment, software and operating systems a.7. providing customer/client service and working effectively with others a.8. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. workplace procedures and instructions for the completion of payroll activities b.3. OHS policies and procedures b.4. obtaining assistance from other team members when required b.5. relevant guidelines relating to the safe use of equipment b.6. customer service and quality assurance procedures and policies <p>c. Action is taken promptly to report any difficulties when carrying out employee payroll activities in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	3	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to conduct an induction process to introduce a new employee to a workplace, including outlining the relationship between the employee and the company, establishing and explaining the requirements of position, and completing relevant workplace documentation.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Outline the relationship between employee and the company</p>	<ul style="list-style-type: none"> a. Employee is greeted and introduced to key personnel and areas in the workplace b. Workplace objectives, operating systems and workplace structures are explained c. The relationship between the employee's position and the workplace structure and objectives is identified d. Required OHS, workplace procedures and employment conditions are described e. Sources of information and assistance for the employee are identified f. Emergency procedures are explained
<p>2. Establish requirements of position</p>	<ul style="list-style-type: none"> a. Job role, responsibilities and reporting relationships are explained b. Immediate work colleagues are introduced c. Workplace facilities and layout are shown to the employee and flow of work/materials/goods and functions carried out in the areas are explained d. Initial training in relevant OHS, equipment and work systems is provided in accordance with workplace procedures e. Employee rights and responsibilities in terms of equal employment opportunity, sexual harassment and anti-discrimination are explained f. Training opportunities are organised for the development of the individual's job role g. Workplace expectations of work functions and outputs are clarified h. Opportunities for the employee to clarify concerns and ask questions are provided

3. Complete relevant workplace documentation
 - a. Workplace personnel records are completed in accordance with workplace requirements
 - b. Tax declaration and other relevant documentation are checked for compliance with requirements
 - c. Employee is requested to provide any additional information needed and notes are taken of any additional actions required
 - d. Workplace-specific documentation (if applicable) is submitted to appropriate personnel in accordance with workplace requirements
 - e. Requirements of Territory/State/Commonwealth legislation on equal employment opportunity, sexual harassment and anti-discrimination are fulfilled

Range Of Variables

CONDUCT INDUCTION PROCESS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves the planning, coordination and conduct of an induction program to prepare workers to enter and participate in the work activities of a workplace. Orientation/induction activities are in accordance with relevant regulatory requirements and operational policies and procedures for the workplace concerned. b. Work is performed under some supervision, generally within a team environment. c. Work involves the application of basic routine coaching and instruction principles and procedures to conduct an induction program for new workers and trainees commencing employment in the workplace.
2. Worksite environment	<ul style="list-style-type: none"> a. Work will involve basic routine induction training in a variety of relevant work contexts b. Customers may be internal or external c. Operations may be conducted: <ul style="list-style-type: none"> c.1. by day or night c.2. in enclosed spaces c.3. in exposed conditions c.4. in controlled or open environments d. Instruction methods may include: <ul style="list-style-type: none"> d.1. explanation d.2. demonstration d.3. guided site/workplace inspection d.4. provision of program notes and materials d.5. presentation using an overhead slide projector, computer-driven projector or video player/monitor d.6. written and practical assignments and exercises e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. uneven ground, steps, road surfaces e.3. dust and vapours e.4. hazardous or dangerous materials e.5. humidity, air temperature and radiant heat e.6. light including UV e.7. noise f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. managers f.3. supervisors/team leaders f.4. workplace personnel f.5. visitors f.6. contractors f.7. official representatives f.8. union representatives f.9. industrial relations and OHS specialists f.10. other professional or technical staff f.11. local government authorities

Range Of Variables (continued)

CONDUCT INDUCTION PROCESS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures <p>h. Communication may involve the basic use of a range of communication technology including:</p> <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange (EDI) h.3. fax h.4. e-mail h.5. Internet h.6. radio <p>i. Personal protection equipment may include:</p> <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. sunscreen, sunglasses and safety glasses i.4. two-way radios i.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace induction procedures and related instruction materials a.2. operations manuals a.3. induction/orientation documentation a.4. competency standards and training materials a.5. job specification, site/workplace map and details of organisation structure a.6. conditions of service, relevant legislation, regulations and related documentation a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. supplier and/or client instructions a.10. manifests, bar codes, goods and container identification a.11. goods identification numbers and codes a.12. manufacturer's specifications a.13. material safety data sheets a.14. relevant Australian standards and certification requirements a.15. quality assurance procedures a.16. emergency procedures

Range Of Variables (continued)

CONDUCT INDUCTION PROCESS

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none">a.1. relevant regulations, standards and codes of practice, including the Australian standards for manual handling and industry safety codesa.2. dangerous goods and freight regulations and codesa.3. relevant Australian and State/Territory OH&S legislationa.4. equal employment legislation and related policiesa.5. environmental protection regulationsa.6. licensing requirements for driving and carrying particular classes of goodsa.7. workplace relations legislationa.8. workers compensation legislation

CONDUCT INDUCTION PROCESS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant induction documentation and instruction materials a.2. use workplace colloquial and technical language and communication technologies in the workplace context a.3. convey information in written and oral form a.4. use appropriate instructional methods and resources when conducting an induction/orientation program a.5. provide instruction on: <ul style="list-style-type: none"> a.5.1. the relationship between employee and the company a.5.2. the requirements of position a.5.3. workplace procedures and ethical requirements relevant to the position a.5.4. workplace products and services a.5.5. employee and employer obligations under award, employment contract, OHS and other legislation in relation to engagement, working times and conditions, dismissal and discipline a.5.6. customer/client service procedures a.5.7. signs and symbols relevant to workplace functions a.5.8. workplace hazards and related hazard minimisation procedures a.5.9. workplace documentation and records a.5.10. workplace structure and roles and responsibilities of the individual's authority systems and contacts
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Workplace induction procedures and documentation requirements b. Instructional methods and resources required to conduct an induction program c. Conditions of service of employees d. Workplace structures and the roles and responsibilities of employees e. Site/workplace layout f. Emergency procedures and related equipment g. Workplace documentation and record keeping procedures and requirements h. Customer service standards and procedures i. Workplace hazards and related hazard minimisation procedures j. Personal protection equipment and instructions for its use k. Ability to identify workplace products and services and their features l. Ability to communicate effectively with others in the workplace m. Ability to identify and correctly use instruction equipment, processes and procedures

CONDUCT INDUCTION PROCESS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to conduct a workplace induction/orientation program, and/or</p> <p>a.2. conduct workplace induction/orientation programs in an appropriate range of workplace contexts</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. locating, interpreting and applying relevant induction documentation and instruction materials</p> <p>a.2. using workplace colloquial and technical language and communication technologies in the workplace context</p> <p>a.3. conveying information in written and oral form</p> <p>a.4. using appropriate instructional methods and resources when conducting an induction/orientation program</p> <p>a.5. providing instruction within an induction program</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant regulations and codes</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace induction procedures</p> <p>b.4. guidelines relating to the use of instructional equipment and resources</p> <p>b.5. emergency procedures</p> <p>b.6. environmental protection procedures</p> <p>c. Action is taken promptly to report any problems in an induction/orientation program in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to apply conflict resolution strategies to resolve grievances that may occur in the course of work, including identifying potential conflict situations, implementing appropriate conflict resolution strategies, and using effective interpersonal skills. Grievances and conflict situations may include those between employees in the workplace, between employees and managers, as well as grievances that might be raised by customers.

ELEMENT	PERFORMANCE CRITERIA
1. Identify potential conflict situations	a. Signs, stages and possible causes of conflict/grievance are identified
2. Implement conflict resolution strategies	a. Factors and issues relevant to conflict/grievance are clarified b. Strategies for dealing with conflict/grievance situations are developed c. Options for resolution of the conflict/grievance are identified which allow for constructive responses to be negotiated and enable established relationships to continue d. Strategies are implemented for the resolution of the source of conflict e. Outcomes of the process are monitored to ensure objectives continue to be met
3. Use effective interpersonal skills	a. Effective verbal and non-verbal communication is used during negotiations, including body language, questioning, language style, active listening and reflection b. Feedback is given assertively and received non-defensively during negotiations

Range Of Variables

APPLY CONFLICT/GRIEVANCE RESOLUTION STRATEGIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in management and resolution of conflicts and grievances both internal and external to the workplace b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. Work involves application of conflict/grievance resolution strategies in conflict situations that may arise amongst personnel both internal to and external to the workplace
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Conflicts/grievances may arise at all levels of the organisation in a range of possible situations including: <ul style="list-style-type: none"> d.1. amongst internal personnel d.2. between internal personnel and external personnel such as customers, suppliers, contractors, equipment manufacturers, etc. d.3. between external personnel and the organisation d.4. between internal personnel and management e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. other employees and supervisors e.2. management e.3. customers/clients e.4. suppliers of goods/materials e.5. manufacturer's of equipment e.6. contractors e.7. relevant authorities e.8. union representatives e.9. OHS specialists e.10. other maintenance, professional or technical staff f. Communications systems may involve: <ul style="list-style-type: none"> f.1. face-to-face conversations and meetings f.2. telephone f.3. fax f.4. e-mail f.5. mail g. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> g.1. company plans/procedures g.2. enterprise plans/procedures g.3. organisational plans/procedures g.4. established plans/procedures

Range Of Variables (continued)

APPLY CONFLICT/GRIEVANCE RESOLUTION STRATEGIES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures for the resolution of conflicts/grievances a.2. records of action to resolve conflicts/grievances and documentation of agreements reached a.3. job specifications a.4. conditions of service, relevant legislation, regulations and related documentation a.5. award, enterprise bargaining agreement, workers compensation, and other industrial arrangements a.6. relevant codes of practice including the national standards for manual handling and the industry safety code a.7. supplier and/or client instructions a.8. manifests, bar codes, goods and container identification a.9. goods identification numbers and codes a.10. manufacturer's specifications a.11. material safety data sheets a.12. relevant Australian standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. trading regulations relevant to business operations a.3. relevant Australian and State/Territory OHS legislation a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

APPLY CONFLICT/GRIEVANCE RESOLUTION STRATEGIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. monitor team performance including mediating and resolving issues surrounding diverse work styles, aspirations, cultures and perspective, maximising positive outcomes for the organisation and the individuals within it a.2. recognise typical symptoms and causes of conflict in the workplace and ways of resolving conflict situations a.3. identify appropriate conflict/grievance resolution strategies a.4. implement conflict resolution strategies a.5. use effective interpersonal skills a.6. apply techniques to encourage appropriate participation of team/group members in networking with other teams/groups for mutual benefit a.7. maintain required workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant and regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the identification and resolution of conflicts/grievances d. Relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality e. Signs, stages and possible causes of conflict in the workplace f. Options for constructive responses to typical conflict/grievance situations g. Typical problems that can occur when applying conflict/grievance resolution strategies and related appropriate action that can be taken h. Ability to identify existing and potential conflicts/grievances i. Ability to negotiate and work effectively with others j. Ability to give and follow simple instructions k. Ability to apply interpersonal skills l. Ability to participate in small informal work groups m. Ability to gather, record and convey simple and routine work-related information n. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply conflict/grievance resolution strategies in the workplace, and/or a.2. apply conflict/grievance resolution strategies in a range of conflict/grievance situations

APPLY CONFLICT/GRIEVANCE RESOLUTION STRATEGIES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. monitoring team performance a.2. recognising typical symptoms and causes of conflict in the workplace and ways of resolving conflict situations a.3. identifying appropriate conflict/grievance resolution strategies a.4. implementing conflict resolution strategies a.5. using effective interpersonal skills a.6. applying techniques to encourage appropriate participation of team/group members in networking with other teams/groups for mutual benefit a.7. maintaining required workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. use of consultative approaches to clarify, evaluate and resolve workplace conflicts/grievances b.3. workplace procedures and policies related to the resolution of conflicts and grievances b.4. relevant guidelines relating to confidentiality and security of information made available during the resolution of conflicts/grievances <p>c. Action is taken promptly to report and/or take appropriate action on any existing or potential conflicts or grievances in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to coordinate fleet control logistics, including carrying out fleet control functions, preparing for contingencies, communicating with customers and drivers, coordinating scheduling of operational tasks, and completing documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Carry out fleet control functions	<ul style="list-style-type: none"> a. Equipment and drivers are allocated following workplace procedures and in consideration of pick-up and delivery requirements b. The movement of documentation is tracked in accordance with workplace procedures c. Opportunities for improvement of fleet control logistics are identified and appropriate action is taken to recommend or implement the identified initiatives
2. Prepare for contingencies	<ul style="list-style-type: none"> a. Contingency plans are implemented in accordance with workplace procedures and scope of authority b. Routine problems are identified, clarified and appropriately resolved following workplace procedures
3. Communicate with customers and drivers	<ul style="list-style-type: none"> a. Customer and driver enquiries are answered appropriately and following workplace procedures b. Communication systems are accessed and used to communicate with drivers and customers in the completion of fleet management tasks
4. Coordinate scheduling of operational tasks	<ul style="list-style-type: none"> a. Computerised scheduling system is accessed and used for processing the delivery of freight in accordance with workplace procedures b. Critical transport factors are taken into account when planning and implementing delivery schedules in accordance with relevant regulations, workplace policy and procedures and operational plans
5. Complete documentation	<ul style="list-style-type: none"> a. Fleet management information is recorded either in hard copy or on computer in accordance with workplace requirements b. Completed documentation is despatched, processed and/or filed in accordance with workplace procedures

Range Of Variables

COORDINATE FLEET CONTROL LOGISTICS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in coordinating fleet control logistics b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of fleet control systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives d. Work involves the application of logistics principles and procedures to coordination of fleet control in transport, warehousing, distribution and/or storage organisations
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Consignments may be: <ul style="list-style-type: none"> d.1. palletised d.2. containerised d.3. packaged or loose d.4. in gas, liquid or solid form e. Transport may be single or multi-modal f. Modes of domestic transport may include: <ul style="list-style-type: none"> f.1. road f.2. rail f.3. air f.4. sea g. Critical transport factors when scheduling fleet operations may include: <ul style="list-style-type: none"> g.1. driver fatigue g.2. customer requirement g.3. road and weather conditions g.4. OHS requirements g.5. industrial award conditions g.6. government regulations h. Communication equipment may include: <ul style="list-style-type: none"> h.1. radio h.2. mobile phone (portable or in the cabin) h.3. paging devices h.4. satellite tracking systems h.5. on-board computer

Range Of Variables (continued)

COORDINATE FLEET CONTROL LOGISTICS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>i. Consultative processes may involve:</p> <ul style="list-style-type: none"> i.1. customers/clients i.2. other employees and supervisors i.3. suppliers i.4. manufacturers i.5. relevant authorities i.6. management i.7. union representatives i.8. OHS specialists i.9. other maintenance, professional or technical staff <p>j. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:</p> <ul style="list-style-type: none"> j.1. company plans/procedures j.2. enterprise plans/procedures j.3. organisational plans/procedures j.4. established plans/procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace fleet control procedures and policies a.2. information on equipment allocation, driver allocation, pick-up and delivery requirements a.3. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.4. supplier and/or client instructions a.5. customer service standards and procedures a.6. workplace products and services information a.7. quality assurance standards and procedures a.8. material safety data sheets a.9. relevant agreements, codes of practice including the national standards for services and operations a.10. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.11. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.12. legislation, regulations and related documentation relevant to workplace operations
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. regulations, standards and codes of practice relevant to workplace operations a.2. relevant Australian and State/Territory OHS legislation a.3. environmental protection regulations a.4. hazardous substances and dangerous goods codes a.5. relevant Australian standards and certification requirements a.6. licence, patent or copyright arrangements

COORDINATE FLEET CONTROL LOGISTICS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. carry out fleet control and scheduling functions within road transport a.2. suggest improvements to logistic fleet control operations and negotiate changes to processes and operational schedules a.3. implement transportation regulations and codes of practice a.4. compile operation schedules a.5. locate, interpret and apply relevant information a.6. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the coordination of fleet control logistics d. Computerised fleet management and scheduling system(s) and guidelines for their use e. Factors affecting scheduling in the road transport industry f. Focus of operation of transport logistic systems, resources, management and workplace operating systems g. Problems that may occur when coordinating fleet control logistics and appropriate action that can be taken to minimise or respond to them h. Focus of operation of marketing systems and resources i. Ability to interpret and respond to customer requirements j. Ability to use fleet communications equipment k. Ability to negotiate and work effectively with others l. Ability to plan work activities, including predicting consequences and identifying improvements m. Ability to apply relevant statutory requirements, codes of practice and local government by-laws n. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to coordinate fleet control logistics, and/or a.2. coordinate fleet control logistics in an appropriate range of operational contexts

COORDINATE FLEET CONTROL LOGISTICS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out fleet control and scheduling functions within road transport a.2. suggesting improvements to logistic operations and negotiating changes to processes and operational schedules a.3. implementing transportation regulations and codes of practice a.4. compiling operation schedules a.5. locating, interpreting and applying relevant information a.6. providing customer/client service and working effectively with others <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the coordination of fleet control logistics b.4. relevant guidelines relating to confidentiality of customers, clients and materials carried b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any problems concerning fleet control logistics in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	3	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to complete routine administrative activities in a transport, warehousing, distribution and/or storage workplace, including receiving and distributing incoming mail, receiving and despatching outgoing mail, filing documents, and receiving and relaying written and oral messages.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Receive and distribute incoming mail</p>	<p>a. Incoming mail is checked and registered to ensure accuracy of records</p> <p>b. Urgent and confidential mail is identified and distributed to the addressee promptly</p> <p>c. Mail is sorted and despatched to nominated person/location</p> <p>d. Damaged, suspicious or missing items are recorded and where necessary reported in accordance with workplace procedures</p>
<p>2. Receive and despatch outgoing mail</p>	<p>a. Outgoing mail is collected from required sections of the organisation, checked and sorted to ensure all items are correctly prepared for despatch</p> <p>b. Mail items are collated, recorded in the register (where applicable) and correctly despatched to meet designated timelines</p>
<p>3. File documents</p>	<p>a. Documents are classified, sorted and filed in accordance with workplace procedures</p> <p>b. Classification uncertainties are referred to other personnel in accordance with workplace procedures</p> <p>c. Documents are identified and retrieved</p> <p>d. Specified files/records are located within designated timelines</p> <p>e. Located files are extracted from system and despatched to the nominated person</p> <p>f. Security and confidentiality procedures are followed</p>
<p>4. Receive and relay written and oral messages</p>	<p>a. Messages are received and accurately recorded</p> <p>b. Areas of uncertainty are clarified with conveyor of the message</p> <p>c. Messages are relayed to the nominated person within designated timelines</p>

Range Of Variables

COMPLETE ROUTINE ADMINISTRATIVE TASKS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant regulations and workplace procedures b. Work is performed under supervision c. Work involves the application of the basic principles and routine procedures to complete routine administrative tasks in a transport, warehousing, distribution and/or storage organisation
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night: b. Customers may be internal or external c. Mail items may include: <ul style="list-style-type: none"> c.1. company procedures c.2. bulk quantities c.3. single items c.4. letters c.5. facsimiles c.6. e-mails d. Receival and despatch processes for internal and external mail/documents/messages follow workplace processes and procedures e. Requirements for work may include: <ul style="list-style-type: none"> e.1. workplace procedures e.2. site restrictions and procedures e.3. use of safety and personal protection equipment e.4. communications equipment e.5. hours of operations e.6. security procedures e.7. relevant regulations f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. potential customers and existing clients f.2. other employees and supervisors f.3. management f.4. union representatives f.5. industrial relations, Occupational Health and Safety specialists f.6. other professional or technical staff g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

COMPLETE ROUTINE ADMINISTRATIVE TASKS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Communication in the work area may include:</p> <ul style="list-style-type: none"> h.1. fixed phone h.2. mobile phone h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. oral, aural or signed communications <p>i. Depending on workplace context, personal protection equipment may include:</p> <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. sunglasses and UV protection i.4. two-way radios i.5. high visibility clothing
<p>3. Sources of information/ documents</p>	<p>a. Information documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for the completion of routine administrative tasks associated with courier and delivery operations a.2. operations manuals a.3. job specifications a.4. induction documentation a.5. competency standards and training materials a.6. manufacturer's client's specifications, instructions and labelling advice including material safety data sheets a.7. Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail courier items a.8. supplier and/or client instructions a.9. international transport regulations, codes and procedures a.10. Australian and international standards, criteria and certification requirements a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State /Territory roads and traffic authority road rule and licence requirements a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail courier operations a.3. relevant Australian and international standards, criteria and certification requirements a.4. relevant State/Territory environmental protection legislation a.5. relevant State/Territory OHS legislation

COMPLETE ROUTINE ADMINISTRATIVE TASKS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. receive and despatch various mail items a.2. select appropriate equipment and work systems a.3. complete required document filing tasks a.4. use appropriate communication strategies and equipment a.5. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State /Territory mass and loading regulations b. OHS and procedures and guidelines relevant to administrative operations c. Hazards in routine administrative operations in the workplace concerned and related precautions to control the risk d. Workplace procedures and policies for the completion of routine administrative tasks e. Housekeeping standards and procedures required in the workplace f. Requirements of work systems operations and relevant equipment g. Equipment, methods and strategies used in the routine administration operations h. Ability to identify and correctly use equipment required when carrying out routine administration tasks i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to complete routine administrative operations, and/or a.2. complete routine administrative tasks in an appropriate range of operational contexts

Evidence Guide (continued)

COMPLETE ROUTINE ADMINISTRATIVE TASKS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. receiving and despatching various mail items a.2. selecting appropriate equipment and work systems a.3. completing required document filing tasks a.4. using appropriate communication strategies and equipment a.5. maintaining workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Dangerous Goods Code and other regulations pertaining to courier delivery operations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions for the routine administrative tasks b.4. relevant guidelines relating to the use of required equipment b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any difficulties in administrative tasks in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to mail, delivery items, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

TDTL998B MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT

Field L Resource Management

DESCRIPTION:

This unit involves the skills and knowledge required to manage personal work priorities and own professional development, including managing own qualities, goals, plans and performance, setting and meeting own work priorities, and developing and maintaining own professional competence.

ELEMENT	PERFORMANCE CRITERIA
1. Manage self	<ul style="list-style-type: none"> a. Personal qualities and performance serves as a role model in the workplace b. Personal goals and plans reflect the organisation's plans and personal roles, responsibilities and accountabilities c. Action is taken to achieve and extend personal goals beyond those planned d. Consistent personal performance is maintained in varying work conditions and work contexts
2. Set and meet own work priorities	<ul style="list-style-type: none"> a. Competing demands are prioritised to achieve personal, team and the organisation's goals and objectives b. Technology is used efficiently and effectively to manage work priorities and commitments
3. Develop and maintain professional competence	<ul style="list-style-type: none"> a. Personal knowledge and skills are assessed against competency standards to determine development needs and priorities b. Feedback from clients and colleagues is used to identify and develop ways to improve competence c. Management development opportunities suitable to personal learning style(s) are selected and used to develop competence d. Participation in professional networks and associations enhances personal knowledge, skills and relationships e. New skills are identified and developed to achieve and maintain a competitive edge

Range Of Variables

MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement in managing personal work priorities and professional development b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives d. Work generally involves responsibility for resource coordination and allocation and provides leadership of others individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer/supplier contact and coordination d. Work priorities and professional development are directed at maximising achievement of the individual in accordance with the enterprise's objectives and strategic plans e. Professional development activities may include: <ul style="list-style-type: none"> e.1. attendance at formal education/training programs e.2. completion of internal short training programs e.3. attendance at relevant conferences, seminars and workshops e.4. reading of relevant journals and literature e.5. networking with other technical, managerial and professional staff e.6. coaching/mentoring on the job e.7. workplace training projects f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. customers/clients f.2. other employees and supervisors f.3. supplier representatives f.4. manufacturers' representatives f.5. trainers f.6. management f.7. union representatives f.8. OHS specialists f.9. other maintenance, professional or technical staff

Range Of Variables (continued)

MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT

VARIABLE	SCOPE
<p>2 Worksite environment (continued)</p>	<p>g. Communications systems may involve:</p> <ul style="list-style-type: none"> g.1. face-to-face conversation, meetings and workshops g.2. telephone g.3. fax g.4. e-mail g.5. electronic data transfer of information (EDI) g.6. mail <p>h. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:</p> <ul style="list-style-type: none"> h.1. company plans/procedures h.2. enterprise plans/procedures h.3. organisational plans/procedures h.4. established plans/procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. job specifications a.3. training notes and materials a.4. journals and work-related literature a.5. competency standards a.6. customer/client instructions a.7. customer service standards and procedures a.8. workplace products and services information a.9. quality assurance standards and procedures a.10. relevant agreements, codes of practice including the national standards for services and operations a.11. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.12. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.13. legislation, regulations and related documentation relevant to business operations a.14. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.15. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. trading regulations relevant to business operations a.3. relevant Australian and State/Territory OHS legislation a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. manage own work to achieve organisational goals and required results a.2. manage competing priorities to achieve personal and organisational goals and results a.3. develop a clear set of work goals a.4. identify and access opportunities for professional development a.5. seek feedback and act on constructive advice a.6. develop constructive responses when confronted with problems a.7. identify requirements of tasks and organise planning, job completion and evaluation stages a.8. research, interpret and apply relevant information a.9. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the management of personal work priorities and professional development d. Competencies required to increase participation in the planning and development organisation e. Appropriate learning methods to maintain current competence or develop new competencies f. Resource availability including the competencies of individuals in the team/group g. Coaching and mentoring approaches to support team members to share knowledge and skills h. Workplace business policies and plans including procedures for undertaking professional development i. Typical problems that can occur when managing personal work priorities and professional development and related action that can be taken j. Ability to take advantage of learning opportunities both in the workplace and within training programs and workshops k. Ability to work collaboratively with others l. Ability to plan work activities, including predicting consequences and identifying improvements m. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to manage personal work priorities and professional development, and/or a.2. manage personal work priorities and professional development in an appropriate range of operational contexts

MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. managing own work to achieve organisational goals and required results a.2. managing competing priorities to achieve personal and organisational goals and results a.3. developing a clear set of work goals a.4. identifying and accessing opportunities for professional development a.5. seeking feedback and acting on constructive advice a.6. developing constructive responses when confronted with problems a.7. identifying requirements of tasks and organising planning, job completion and evaluation stages a.8. researching, interpreting and applying relevant information a.9. providing customer/client service and work effectively with others <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the management of personal work priorities and professional development b.4. relevant guidelines relating to the use of equipment in the workplace b.5. issue resolution procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any problems concerning personal work priorities and professional development in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to assess and confirm customer freight transport requirements, including assessing the goods/stock to be transported, determining the transit needs and any special requirements, confirming requirements with the customer and completing all required documentation.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Assess goods/stock to be transported</p>	<ul style="list-style-type: none"> a. Customer service parameters are followed in accordance with workplace procedures b. In consultation with customer key characteristics of the goods/stock to be transported are determined c. Regulatory and/or specific requirements for load shipment are identified d. Specific load handling characteristics/requirements are identified e. Task requirements are matched to workplace capability and operational focus
<p>2. Determine transit requirements</p>	<ul style="list-style-type: none"> a. Applicable transportation modes are matched for customer's geographic location, load packaging characteristics, quantity of goods to be transported and any special requirements b. Required pick-up and destination point(s) are identified and assessed for safe access and operation c. Specified transit times and routes are identified and agreed with customer d. Transportation mode(s) are determined with customer with regard to load characteristics, transit requirements and cost-effectiveness e. Risk assessment of transport service is undertaken in accordance with workplace policy and procedures
<p>3. Complete documentation</p>	<ul style="list-style-type: none"> a. Decisions for proceeding with task are undertaken or referred in accordance with workplace procedures and within scope of authority b. Parameters of service requirements for the workplace and customer are documented c. Quotations for services/specifications are itemised and documented d. Legislative, insurance or specific conditions for load transport are recorded

Range Of Variables

ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in assessing and confirming customer freight transport requirements b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives d. Work involves responsibility for the assessing and confirming customer freight transport requirements and the provision of leadership of others either individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Consignments may be: <ul style="list-style-type: none"> d.1. single and multi-site locations d.2. palletised d.3. containerised d.4. packaged or loose d.5. in gas, liquid or solid form e. Special freight transport requirements may involve: <ul style="list-style-type: none"> e.1. single and multi-site locations e.2. temperature controlled stock e.3. live stock e.4. dangerous goods e.5. hazardous substances e.6. specific security arrangements e.7. oversize/overmass loads f. Decision to provide service to customer is undertaken within scope of authority g. Decisions should reflect the scope of the organisation to undertake the task, and/or to outsource some or all of the task h. Key characteristics of the goods/stock to be transported may include the: <ul style="list-style-type: none"> h.1. type of goods to be transported h.2. load characteristics including perishability, spoilage, fragility, compatibility h.3. packing and stowing requirements for load h.4. aggregate size and capacity of load to be transported

Range Of Variables (continued)

ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

VARIABLE	SCOPE
<p>2 Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. existing and potential customers/clients i.2. other employees and supervisors i.3. suppliers i.4. manufacturers i.5. relevant authorities i.6. management i.7. union representatives i.8. OHS specialists i.9. other maintenance, professional or technical staff j. Communications systems may involve: <ul style="list-style-type: none"> j.1. face-to-face conversation j.2. telephone j.3. fax j.4. e-mail j.5. electronic data transfer of information (EDI) j.6. mail k. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> k.1. company plans/procedures k.2. enterprise plans/procedures k.3. organisational plans/procedures k.4. established plans/procedures
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documentation may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. customer service standards and procedures a.3. supplier and/or client instructions a.4. workplace products and services information a.5. quality assurance standards and procedures a.6. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.7. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.8. Dangerous goods codes and related regulations and documentation including material safety data sheets a.9. relevant agreements, codes of practice including the national standards for services and operations a.10. reports of accidents and incidents a.11. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.12. legislation, regulations and related documentation relevant to workplace operations

Range Of Variables (continued)

ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none">a.1. relevant regulations, standards and codes of practicea.2. trading regulations relevant to business operationsa.3. relevant Australian and State/Territory OHS legislationa.4. environmental protection regulationsa.5. hazardous substances and dangerous goods codesa.6. relevant Australian standards and certification requirementsa.7. licence, patent or copyright arrangements

ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. provide customer/client service and work effectively with others a.2. assess goods/stock to be transported and determine transit requirements a.3. mediate and resolve issues surrounding service operations maximising positive outcomes for the organisation and for customers a.4. apply leadership skills to the completion of transport projects including the assessment of tasks, and facilitation of planning processes a.5. manage own work to achieve organisational goals and required results a.6. suggest improvements to transport operations and negotiate changes to improve service delivery a.7. apply techniques to encourage appropriate participation of team/group members and external organisations or individual with relevant expertise a.8. identify requirements of tasks and organise planning, job completion and evaluation stages a.9. locate, interpret and apply relevant information
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant and regulatory and code requirements including mass and load regulations b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the assessing and confirming customer transport requirements d. Relevant workplace business customer service policies and practices, including requirements for the maintenance of security and confidentiality e. Strategies to implement continuous improvement processes f. Focus of operation of customer service and quotation/specification systems and resources g. Typical problems that can occur when providing customer service and related appropriate action that can be taken h. Ability to negotiate and work effectively with others i. Ability to plan work activities, including predicting consequences and identifying improvements j. Ability to identify improvements to services, resource allocation and use k. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to assess and confirm customer freight transport requirements, and/or a.2. assess and confirm customer freight transport requirements in an appropriate range of operational contexts

ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. providing customer/client service and working effectively with others a.2. assessing goods/stock to be transported and determine transit requirements a.3. mediating and resolving issues surrounding service operations, maximising positive outcomes for the organisation and for customers a.4. locating, interpreting and applying relevant information <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the confirmation of customer freight transport requirements b.4. relevant guidelines relating to confidentiality of customers, clients and goods/materials to be carried b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any freight transport customer service and quotation problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to control a furniture warehouse in accordance with workplace requirements, including determining site functions and operations, receiving and despatching furniture, maintaining warehouse inventory, maintaining warehouse security, monitoring storage operations, and completing required records and documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Determine site functions and operations	<ul style="list-style-type: none"> a. Layout of furniture storage facilities, work flow and activities undertaken in each zone are identified b. Type of storage facilities, their purpose and (any) associated risk factors are identified c. Inventory lists are accessed through record management system d. Storage separations and co-storage applications are identified
2. Receive and despatch furniture	<ul style="list-style-type: none"> a. Furniture for storage is received and transferred to allocated storage space in accordance with workplace procedures b. Furniture and effects are transferred from storage area to the loading dock and despatched in accordance with workplace procedures and customer requirements c. Records of received and despatched furniture and effects are completed in accordance with workplace procedures
3. Maintain inventory	<ul style="list-style-type: none"> a. Inventory is updated through entry of data on furniture movements into, out of, and within storage areas b. Inventory data is confirmed to match furniture and effects for available storage and applicable storage requirements c. Audits and stocktakes of storage areas are used to verify inventory records
4. Maintain warehouse security	<ul style="list-style-type: none"> a. Security of warehouse and storage areas is maintained in accordance with workplace procedures in conjunction with security personnel and with the aid of appropriate security technology b. Appropriate action(s) is taken in response to breaches of operational and security procedures or to an emergency/incident c. Operational actions and investigative outcomes are documented in accordance with workplace procedures

<p>5 Monitor storage operations</p>	<p>a. Storage areas are supervised to ensure movement of personnel and furniture items are in accordance with workplace procedures</p> <p>b. Storage facilities are checked to ensure appropriate operational capacity</p> <p>c. Integrity of furniture and effects is monitored to ensure appropriate condition is maintained</p> <p>d. Any deterioration in condition of furniture and effects is recorded, investigated and reported for appropriate action</p> <p>e. Discrepancies/changes to storage requirements and/or inventory lists are noted and appropriate action is initiated in accordance with workplace procedures</p>
<p>6. Complete records</p>	<p>a. Records of warehouse operations are completed in accordance with workplace procedures</p>

Range Of Variables

CONTROL A FURNITURE WAREHOUSE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the control of a furniture warehouse b. Work is performed under limited supervision c. Work involves the application of discretion and judgement and an understanding of relevant regulatory requirements and workplace procedures to the control of a furniture warehouse
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Requirements for work may include: <ul style="list-style-type: none"> d.1. restricted spaces d.2. site restrictions and procedures d.3. use of safety and personal protection equipment d.4. communications equipment d.5. specialised lifting and/or handling equipment d.6. incident/accident/breakdown procedures d.7. additional gear and equipment d.8. noise restrictions d.9. hours of operations d.10. authorities and permits e. Work may be conducted in: <ul style="list-style-type: none"> e.1. limited or restricted spaces e.2. exposed conditions e.3. controlled or open environments e.4. environments involving the movement of equipment, goods, materials and/or vehicular traffic f. Furniture and effects may require special handling, location, storage and/or packaging requirements g. Modes of transfer may be manual or motorised h. Storage types may include but are not limited to: <ul style="list-style-type: none"> h.1. marked floor space h.2. containers h.3. racks and racking systems h.4. block/stacks h.5. pallets i. Inventory systems may be: <ul style="list-style-type: none"> i.1. automated i.2. manual i.3. paper-based i.4. computerised i.5. microfiche

Range Of Variables (continued)

CONTROL A FURNITURE WAREHOUSE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Stored furniture and effects may include but are not limited to: <ul style="list-style-type: none"> j.1. fridges, freezers and washing machines j.2. bed-ends, mattresses and bases j.3. lamps and lamp shades j.4. pendulum clocks j.5. carpets, tables and chairs j.6. television sets, stereo and audio equipment j.7. computing and office equipment and furniture j.8. upright pianos, organs and grand pianos j.9. lounges and armchairs j.10. tools and equipment k. Consultative processes may involve: <ul style="list-style-type: none"> k.1. other employees and supervisors k.2. customers k.3. relevant authorities and institutions k.4. management k.5. union representatives k.6. industrial relations and OHS specialists k.7. other maintenance, professional or technical staff l. Labelling systems may include but are not limited to: <ul style="list-style-type: none"> l.1. bar code l.2. identification numbering systems l.3. serial numbers l.4. labels m. Hazards in the work area may include: <ul style="list-style-type: none"> m.1. heavy and/or awkward furniture and loads m.2. noise, light, energy sources m.3. stationary and moving machinery, parts or components m.4. dust/vapours m.5. a fire or explosion m.6. damaged furniture or pallets m.7. broken glass/mirrors m.8. debris on floor m.9. faulty racking m.10. poorly stacked pallets/furniture m.11. faulty equipment m.12. oil or water on floor n. Communication in the work area may include: <ul style="list-style-type: none"> n.1. phone n.2. electronic data interchange (EDI) n.3. fax n.4. e-mail n.5. Internet n.6. RF systems n.7. oral, aural or signed communications

Range Of Variables (continued)

CONTROL A FURNITURE WAREHOUSE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures <p>p. Personal protection equipment may include:</p> <ul style="list-style-type: none"> p.1. gloves p.2. safety headwear and footwear p.3. safety glasses p.4. two-way radios p.5. protective clothing p.6. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. operations manuals, job specifications and induction documentation a.2. manufacturer's specifications for equipment a.3. workplace procedures and policies a.4. client instructions a.5. identification numbers, codes and labels a.6. manifests, furniture transfers, bar codes, and container identification/serial number a.7. insurance documentation a.8. codes of practice and regulations relevant to workplace operations a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. relevant Australian standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures a.13. security and safety incident procedures and reporting requirements a.14. inventory listings
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. codes and regulations relevant to the storage of furniture and effects a.2. Australian and international regulations and codes of practice for the storage of dangerous goods and hazardous substances a.3. insurance legislation and regulations a.4. relevant State/Territory OHS and environmental protection legislation a.5. water and road use and licence arrangements a.6. export/import/quarantine/bond requirements a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

CONTROL A FURNITURE WAREHOUSE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply information relevant to the warehouse operations a.2. determine site functions and operations a.3. receive and despatch furniture a.4. maintain inventory a.5. maintain warehouse security a.6. monitor storage operations a.7. complete required records and documentation a.8. provide customer/client service and work effectively with others a.9. communicate effectively in writing and respond to telephone and verbal inquiries a.10. identify job and site hazards and plan work to minimise risks a.11. maintain enterprise records and documentation a.12. identify and safely handle equipment and goods a.13. apply hierarchy of hazard control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations/permit/licence requirements relevant to the workplace activities b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies relevant to the control of a furniture warehouse d. Focus of operation of work systems, equipment, management and site operating systems e. Information on various categories or groups of furniture and effects including their key characteristics and hazards and the special handling, stacking and storage requirements for each f. Types of storage areas and related equipment appropriate for different types of furniture and effects g. Equipment applications, capacities, configurations, safety hazards and control mechanisms h. Documentation requirements, including reports and records related to damaged furniture and effects, emergencies and security breaches i. Problems that may occur when controlling a furniture warehouse and appropriate action that can be taken j. Site layout k. Housekeeping standards procedures required in the workplace l. Ability to modify activities dependant on differing workplace contexts, risk situations and environments m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to select and use relevant communications, computing and office equipment when controlling a furniture warehouse

Evidence Guide (continued)

CONTROL A FURNITURE WAREHOUSE

<p>3. Required knowledge and skills (continued)</p>	<p>o. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards</p> <p>p. Ability to use inventory information to determine, plan and organise the control of a furniture warehouse</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to control a furniture warehouse, and/or</p> <p>a.2. control a furniture warehouse in an appropriate range of operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. locating, interpreting and applying information relevant to the warehouse operations</p> <p>a.2. determining site functions and operations</p> <p>a.3. receiving and despatching furniture</p> <p>a.4. maintaining inventory</p> <p>a.5. maintaining warehouse security</p> <p>a.6. monitoring storage operations</p> <p>a.7. completing required records and documentation</p> <p>a.8. providing customer/client service and working effectively with others</p> <p>a.9. communicating effectively in writing and responding to telephone and verbal inquiries</p> <p>a.10. identifying job and site hazards and planning work to minimise risks</p> <p>a.11. identifying and safely handling equipment, furniture and effects</p> <p>a.12. applying hierarchy of hazard control</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice, regulations and legislative requirements</p> <p>b.2. workplace procedures and work instructions for the control of a furniture warehouse (including housekeeping and security procedures)</p> <p>b.3. obtaining assistance from other team members when required</p> <p>b.4. customer service and quality assurance procedures and policies</p> <p>b.5. OHS regulations and hazard prevention policies and procedures</p> <p>b.6. environmental protection procedures</p> <p>c. Action is taken promptly to report and/or rectify any safety incidents and difficulties in the operation of the warehouse in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

CONTROL A FURNITURE WAREHOUSE

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	3	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to monitor and process attendance records in accordance with regulatory and workplace requirements, including monitoring attendance records and checking and processing attendance information.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Monitor attendance records</p>	<ul style="list-style-type: none"> a. Hours worked, as recorded for each employee, are accessed, checked and documented on a prescribed time basis b. Employee record cards or other daily time records showing hours absent are followed up to ensure authorised absences are accurately recorded c. Employee daily time records showing additional hours worked are followed up to determine whether additional payments are authorised d. Unauthorised absences are notified to appropriate personnel on a timely basis to ensure follow-up action is initiated e. Employee attendance sheets are received, checked and processed to ensure accurate employee records are maintained
<p>2. Process attendance records</p>	<ul style="list-style-type: none"> a. Unexplained absences are identified, confirmed and appropriate personnel are notified for follow-up action b. Timesheets, or equivalent, are checked and forwarded to payroll department for costing purposes c. Employee record cards or other identification system requirements are checked and redistributed on a timely basis

Range Of Variables

MONITOR AND PROCESS ATTENDANCE RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the codes of practice and workplace requirements relevant to the monitoring and processing of attendance records b. Work is performed individually, but the ability to work within a team environment may be required c. Work involves the application of workplace procedures and relevant regulatory and code requirements to the monitoring and processing of attendance records as part of work activities in the rail transport and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Employees include all personnel whose attendance is recorded for timekeeping purposes c. Workplaces may comprise large, medium or small worksites d. Timekeeping records and systems may include, but are not limited to: <ul style="list-style-type: none"> d.1. clock cards/identification numbers d.2. swipe cards/physical recognition systems d.3. manual clocking systems d.4. integrated attendance sheet systems d.5. maternity/paternity leave d.6. jury leave d.7. rest breaks between shifts/overtime e. Information on attendance records may be obtained from: <ul style="list-style-type: none"> e.1. timesheets e.2. absentee records e.3. payroll department e.4. record cards e.5. identification system requirements f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees, supervisors and managers f.2. affected customers f.3. official representatives f.4. relevant authorities and institutions f.5. management and union representatives f.6. industrial relations and OHS specialists g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. RF systems g.7. oral, aural or signed communications

Range Of Variables (continued)

MONITOR AND PROCESS ATTENDANCE RECORDS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. high visibility clothing i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. regulatory and/or code requirements relevant to the maintenance of attendance records a.2. workplace procedures and policies for the monitoring and processing of attendance records a.3. employees' timesheets, absentee records, record cards or computer files a.4. operations manuals, job specifications and induction documentation a.5. manufacturer's specifications for office equipment a.6. conditions of service, award, enterprise bargaining agreement, and other industrial arrangements a.7. relevant Australian standards and certification requirements a.8. quality assurance procedures a.9. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. federal and State/Territory award legislation a.2. relevant State/Territory regulations and codes of practice relevant to the monitoring and processing of attendance records a.3. relevant State/Territory privacy legislation a.4. relevant State/Territory OHS and environmental protection legislation a.5. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.6. workers' compensation regulations

MONITOR AND PROCESS ATTENDANCE RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. check and document attendance records accurately a.2. complete documentation accurately a.3. locate, interpret and apply relevant information a.4. work effectively with others a.5. maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.7. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations and codes of practice relevant to the monitoring and processing of attendance records b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the monitoring and processing of attendance records d. Focus of operation of work systems, equipment, management and site operating systems for the monitoring and processing of attendance records e. Elements of human resources systems relevant to the monitoring and processing of attendance records, including: <ul style="list-style-type: none"> e.1. workplace's timekeeping practices e.2. conditions of employment e.3. labour/costing practices e.4. industrial agreements and awards e.5. auditing requirements e.6. payroll practices and procedures e.7. personnel records requirements e.8. computer based personnel recording systems f. Problems that may occur when monitoring and processing attendance records and appropriate action that can be taken to resolve the problems g. Documentation and reporting requirements for the monitoring and processing of attendance records including computer based personnel recording systems h. Ability to: <ul style="list-style-type: none"> h.1. interpret conditions of employment and industrial agreements/awards h.2. prepare documentation in line with workplace format h.3. conduct simple calculations required when monitoring and processing attendance records h.4. select and use relevant computer/communication/office equipment required when monitoring and processing attendance records h.5. solve problems that arise when monitoring and processing attendance records h.6. read and interpret instructions, procedures and information relevant to the monitoring and processing of attendance records h.7. use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

MONITOR AND PROCESS ATTENDANCE RECORDS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to monitor and process attendance records, and/or a.2. monitor and process attendance records in an appropriate range of operational workplace situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. checking and documenting attendance records a.2. completing documentation a.3. locating, interpreting and applying relevant information a.4. working effectively with others a.5. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions b.4. manufacturer's instructions for the use of office equipment b.5. procedures for the use of personal protection equipment b.6. obtaining assistance from other team members when required b.7. quality assurance procedures and policies b.8. environmental protection procedures c. Action is taken promptly to report on any problems when monitoring and processing attendance record in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	2	2	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to implement equal employment equity strategies in accordance with regulatory and workplace requirements, including identifying and communicating agreed employment equity direction, responding to enquiries regarding employment equity, implementing employment equity strategies, contributing to policy development, and evaluating and reporting on the implementation of equal employment opportunity strategies in the workplace.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify and communicate agreed employment equity direction</p>	<ul style="list-style-type: none"> a. Employment equity information and policy requirements are identified for the workplace b. Employment equity information is disseminated to ensure relevant requirements are considered in decisions made within the workplace c. Advice is provided to assist with consistent interpretation of employment equity information d. Negotiations are undertaken with management to ensure equity principles are incorporated throughout the workplace e. Interpretation and advice are provided on legislative requirements, workplace objectives and constraints, and human resource management practices
<p>2. Respond to enquiries regarding employment equity</p>	<ul style="list-style-type: none"> a. Arrangements are made to ensure advise on employment equity can be provided to personnel within necessary timeframes b. Enquiries are analysed to identify necessary information required to respond sufficiently c. Sources of information are identified and accessed to formulate response d. Responses are communicated clearly and appropriately and understanding of the response is checked
<p>3. Implement employment equity strategies</p>	<ul style="list-style-type: none"> a. Strategies are developed to implement policies and objectives b. Measures are identified which reflect the success of strategies developed and suitable data collected
<p>4. Contribute to policy development</p>	<ul style="list-style-type: none"> a. Consultation is regularly undertaken with stakeholders on policy development b. Advice is provided concerning the employment equity implications of policy
<p>5. Evaluate and report</p>	<ul style="list-style-type: none"> a. Data used to measure employment equity policy performance is collected and statistically analysed b. Annual and other reports are produced on employment equity policy performance c. Results of employment equity strategies and performances are conveyed in a timely and appropriate way to relevant individuals and groups

Range Of Variables

IMPLEMENT EQUAL EMPLOYMENT EQUITY STRATEGIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulatory and workplace requirements relevant to the implementation of equal employment equity strategies in the workplace b. Work is performed individually, but the ability to work within a team environment may be required c. Work involves the application of workplace procedures and relevant regulatory requirements to the implementation of equal employment equity strategies as part of work activities in the rail transport and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Workplaces may comprise large, medium or small worksites c. Recording mechanisms/systems may include: <ul style="list-style-type: none"> a.1. paper-based systems a.2. electronic systems d. Work organisation procedures and practices may include: <ul style="list-style-type: none"> d.1. security procedures d.2. payroll systems d.3. industrial relations policies and agreements d.4. superannuation procedures d.5. dispatching and collecting procedures d.6. employment policies e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. employees e.2. supervisors and managers e.3. official representatives e.4. relevant authorities and institutions e.5. union representatives e.6. industrial relations and OHS specialists f. Communication in the work area may include: <ul style="list-style-type: none"> f.1. phone f.2. electronic data interchange (EDI) f.3. fax f.4. e-mail f.5. Internet f.6. RF systems f.7. oral, aural or signed communications g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

IMPLEMENT EQUAL EMPLOYMENT EQUITY STRATEGIES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. regulatory requirements relevant to employment equity a.2. workplace procedures and policies for the implementation of equal employment equity strategies a.3. operations manuals, job specifications and induction documentation a.4. manufacturer's specifications for office equipment a.5. conditions of service, award, enterprise bargaining agreement, and other industrial arrangements a.6. relevant Australian standards and certification requirements a.7. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.2. relevant State/Territory privacy legislation a.3. freedom of information legislation a.4. relevant State/Territory OHS and environmental protection legislation

IMPLEMENT EQUAL EMPLOYMENT EQUITY STRATEGIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. respond to enquiries regarding employment equity a.2. implement employment equity strategies a.3. contribute to employment equity policy development a.4. evaluate and report on the implementation of employment equity strategies a.5. locate, interpret and apply relevant information a.6. work effectively with others a.7. maintain workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.9. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to equal employment equity b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the implementation of equal employment equity strategies d. Focus of operation of work systems, equipment, management and site operating systems for the implementation of equal employment equity strategies e. Elements of workplace operations relevant to the implementation of equal employment equity strategies, including: <ul style="list-style-type: none"> e.1. training and social justice policies and procedures a.2. workplace organisational structure a.3. workplace human resource policies and practices a.4. job description and specifications a.5. referral processes a.6. workplace standards and delegations a.7. quality management a.8. work area business plans a.9. industrial awards and enterprise agreements f. Problems that may occur when implementing equal employment equity strategies and appropriate action that can be taken to resolve the problems g. Documentation and reporting requirements for the implementation of equal employment equity strategies

IMPLEMENT EQUAL EMPLOYMENT EQUITY STRATEGIES

<p>3. Required knowledge and skills (continued)</p>	<p>h. Ability to:</p> <ul style="list-style-type: none"> h.1. interpret employment equity strategies, conditions of employment and industrial agreements/awards h.2. prepare documentation in line with workplace format h.3. select and use relevant computer/communication/office equipment required when implementing equal employment equity strategies h.4. solve problems that arise when implementing equal employment equity strategies h.5. read and interpret instructions, procedures and information relevant to the implementing of equal employment equity strategies h.6. communicate, counsel and negotiate with employees on employment equity matters
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to implement equal employment equity strategies, and/or a.2. implement equal employment equity strategies in an appropriate range of operational workplace situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. responding to enquiries regarding employment equity a.2. implementing employment equity strategies a.3. contributing to employment equity policy development a.4. evaluating and reporting on the implementation of employment equity strategies a.5. locating, interpreting and applying relevant information a.6. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant regulations and legislative requirements b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions b.4. manufacturer's instructions for the use of office equipment b.5. procedures for the use of personal protection equipment b.6. obtaining assistance from other team members when required b.7. quality assurance procedures and policies b.8. environmental protection procedures c. Action is taken promptly to report on any issues involving employment equity in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

IMPLEMENT EQUAL EMPLOYMENT EQUITY STRATEGIES

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to promote effective workplace practice, including contributing positively to the work team environment, observing and promoting work safety procedures, maintaining and promoting the well being of workplace team(s), and participating in competency development activities.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Contribute positively to the work team environment</p>	<p>a. Workplace objectives are identified, interpreted and positively promoted to associated personnel and/or work team members</p> <p>b. Communications with associated personnel and/or work team members are effectively established</p> <p>c. Disputes are resolved through effective negotiation with the relevant individuals or groups</p> <p>d. Quality assurance measures are maintained, systems improvement suggestions are encouraged, and proposals submitted to relevant authorities</p>
<p>2. Observe and promote work safety procedures</p>	<p>a. Relevant statutory and workplace requirements for Occupational Health and Safety are communicated to all personnel and implemented at all worksites</p> <p>b. Accidents and injuries are reported and investigated in accordance with workplace policy</p> <p>c. Potential hazards and safety risks are identified, investigated and recommendations for preventative action referred to appropriate authorities</p> <p>d. Training in programs of Occupational Health and Safety and First Aid are implemented</p>
<p>3. Maintain and promote well being of team</p>	<p>a. Prescribed medical and physical fitness criteria are promoted and maintained within the work environment</p> <p>b. Situations threatening safety arising from physical/psychological incompatibility with the work environment are identified and resolved</p>
<p>4. Participate in competency development</p>	<p>a. Competencies required for work are identified, attained and maintained</p> <p>b. Personal development and other competency development programs are accessed and undertaken</p> <p>c. Competency deficiencies in personnel are identified and remedial action, including counselling, is initiated where necessary</p> <p>d. Workplace trainer and assessor requirements are identified and satisfied</p>

Range Of Variables

PROMOTE EFFECTIVE WORKPLACE PRACTICE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the regulatory and workplace requirements relevant to the promotion of effective workplace practice b. Work is performed individually, but the ability to work within a team environment may be required c. Work involves the application of workplace procedures and relevant regulatory and code requirements to the promotion of effective workplace practice as part of work activities in the rail transport and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Workplaces may comprise large, medium or small worksites c. Work environment may in a depot, a worksite or a store, either as an individual, a team leader or a coordinator d. Work may involve exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicular traffic e. Equipment may include: <ul style="list-style-type: none"> e.1. customer information e.2. workplace procedures e.3. quality assurance policy e.4. relevant OHS guidelines e.5. relevant competency guidelines f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. employees, supervisors and managers f.2. customers f.3. suppliers and contractors f.4. industrial relations and OHS specialists g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. RF systems g.7. oral, aural or signed communications h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. high visibility clothing

Range Of Variables (continued)

PROMOTE EFFECTIVE WORKPLACE PRACTICE

VARIABLE	SCOPE
2. Worksite environment (continued)	i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
3. Sources of information/documents	a. Information/documents may include: <ul style="list-style-type: none"> a.1. regulatory and/or code requirements relevant to workplace activities a.2. workplace procedures and policies a.3. workplace objectives a.4. customer enquiries, responses and records a.5. quality assurance measures relevant to workplace activities a.6. training materials a.7. competency guidelines a.8. operations manuals, job specifications and induction documentation a.9. manufacturer's specifications for workplace equipment a.10. conditions of service, award, enterprise bargaining agreement, and other industrial arrangements a.11. Australian standards and certification requirements relevant to workplace activities a.12. emergency procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. federal and State/Territory regulations and codes of practice relevant to workplace activities a.2. relevant State/Territory OHS and environmental protection legislation a.3. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.4. workers' compensation regulations

PROMOTE EFFECTIVE WORKPLACE PRACTICE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. communicate effectively with team members a.2. negotiate effectively with individuals or groups a.3. maintain and promote the well being of the team a.4. select and appropriately use protective clothing a.5. locate, interpret and apply relevant information a.6. work effectively with others a.7. maintain workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.9. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations and codes of practice relevant to the workplace practices b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the promotion of effective work practices d. Focus of operation of work systems, equipment, management and site operating systems e. Elements of workplace operations relevant to effective work practice, including: <ul style="list-style-type: none"> e.1. workplace corporate plans, goals and objectives and industrial relations e.2. communication and negotiation techniques and the benefits, advantages and disadvantages associated with them e.3. group work practices and group dynamics e.4. corporate customer service objectives e.5. workplace procedures related to recording of customer enquiries and actions e.6. dispute settlement processes e.7. workplace OHS and physical fitness requirements and related first-aid policies e.8. competencies and skills required for workplace career path levels f. Problems that may occur during work activities and appropriate action that can be taken to resolve the problems g. Documentation and reporting requirements in the workplace

Evidence Guide (continued)

PROMOTE EFFECTIVE WORKPLACE PRACTICE

<p>3. Required knowledge and skills (continued)</p>	<p>h. Ability to:</p> <ul style="list-style-type: none"> h.1. communicate effectively with customers, associated personnel and all work team members h.2. read, interpret and apply workplace publications, technical instructions and directions h.3. plan and organise work activities h.4. interpret statistics related to workloads and quality assurance measures h.5. lead and coordinate the activities of multi-disciplinary work teams or specialist work groups h.6. coordinate the promotion of safe work practices, competency enhancement and work practice improvements throughout the work groups h.7. work at heights or in confined spaces as required by the job h.8. settle disputes through face to face and group-based negotiation a.9. maintain the required level of physical fitness in team members h.10. administer first aid treatment including rescue and resuscitation techniques h.11. counsel personnel on work related issues h.12. apply principles of time management
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to promote effective workplace practice, and/or a.2. promote effective workplace practice in an appropriate range of operational workplace situations
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. communicating with team members a.2. negotiating with individuals or groups a.3. maintaining and promoting the well being of the team a.4. selecting and appropriately using protective clothing a.5. locating, interpreting and applying relevant information a.6. working effectively with others a.7. maintaining workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions b.4. manufacturer's instructions for the use of office equipment b.5. procedures for the use of personal protection equipment b.6. obtaining assistance from other team members when required b.7. quality assurance procedures and policies b.8. environmental protection procedures

Evidence Guide (continued)

PROMOTE EFFECTIVE WORKPLACE PRACTICE

	<ul style="list-style-type: none"> c. Action is taken promptly to report on any workplace problems in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to develop rosters in accordance with regulatory and workplace requirements, including identifying operating requirements, identifying tasks and responsibilities and work requirements, and establishing and finalising work rosters.

Persons achieving competence in this unit will need to fulfil the relevant requirements of the codes of practice and regulations of the States/Territories concerned, including the Code of Practice for the Defined Interstate Rail Network in situations where train operations are carried out on that network.

ELEMENT	PERFORMANCE CRITERIA
1. Identify operating requirements	<ul style="list-style-type: none"> a. Transport timetables and running times for each line or service are identified and kept updated within roster operations b. Transport running times are identified for each line or service to ensure all crewing requirements are planned c. Set working or work tasks to be performed are identified for each transport service d. Contingency plans covering operational problems are identified and impact on crewing needs analysed
2. Identify tasks and responsibilities and work requirements	<ul style="list-style-type: none"> a. Support activities, where required to facilitate transport arrival and activities, are identified to ensure all crewing requirements are planned b. Set workings or required work tasks in support activities are identified
3. Establish work rosters	<ul style="list-style-type: none"> a. Rosters are developed to cover all work requirements with regard to relevant industrial/workplace conditions, absenteeism levels and planned leave b. Rosters are arranged to allow sufficient flexibility to allow contingency plans to be implemented c. Rosters are circulated in accordance with workplace policies and procedures for review by affected personnel d. Relevant OHS requirements are identified and addressed in the rosters developed e. Relevant safeworking systems and requirements are identified and addressed in the rosters developed
4. Finalise work rosters	<ul style="list-style-type: none"> a. Feedback from personnel associated with rosters is addressed and acceptable modifications agreed b. Final rosters are documented and distributed to ensure work requirements are accurately communicated

Range Of Variables

DEVELOP ROSTERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the development of rosters b. Work is under minimal supervision, generally within a team environment c. Work involves the application of workplace procedures and relevant regulatory and code requirements to the development of rosters as part of work activities in the rail transport and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Work rosters may cover: <ul style="list-style-type: none"> b.1. long distance passenger services b.2. urban passenger services b.3. long distance freight services b.4. short distance freight services b.5. maintenance vehicle operations c. Staff covered by work rosters may include: <ul style="list-style-type: none"> c.1. driving and driving support crews c.2. shunting and marshalling crews c.3. terminal personnel c.4. freight handling personnel c.5. station personnel c.6. interchange personnel c.7. transit officers c.8. security officers c.9. revenue collection officers c.10. passenger assist/customer service personnel c.11. yard support personnel c.12. crew transport personnel c.13. transport control centre personnel c.14. traffic officers d. Changes to planned services may include: <ul style="list-style-type: none"> d.1. changes in demand d.2. response to emergencies e. Real time issues may include: <ul style="list-style-type: none"> e.1. absenteeism e.2. additional support services due to injury e.3. emergencies f. Support activities may include: <ul style="list-style-type: none"> f.1. shunting and marshalling f.2. freight loading and unloading f.3. luggage loading and unloading f.4. vehicle loading and unloading f.5. station support activities f.6. interchange support activities f.7. crew transport f.8. training personnel f.9. revenue processing f.10. operations control

Range Of Variables (continued)

DEVELOP ROSTERS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Contingency plans may include:</p> <ul style="list-style-type: none"> g.1. non-availability of rolling stock g.2. additional services g.3. non-availability of personnel g.4. non-availability of material handling equipment g.5. non-availability of freight handling equipment g.6. late arrival or cancellation of services <p>h. Work outcomes or set workings may apply to:</p> <ul style="list-style-type: none"> h.1. transport crews h.2. personnel required for support activities h.3. transport control personnel h.4. transport planning personnel <p>i. Communication in the work area may include:</p> <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange (EDI) i.3. fax i.4. e-mail i.5. Internet i.6. RF systems i.7. oral, aural or signed communications <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. regulatory and/or code requirements relevant to the development of rosters a.2. workplace procedures and policies for the development of rosters a.3. work rosters a.4. transport graphs a.5. hard copy documentation a.6. safe working forms a.7. dangerous goods manifest a.8. operations manuals, job specifications and induction documentation a.9. manufacturer's specifications for office equipment a.10. conditions of service, award, enterprise bargaining agreement, and other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

Range Of Variables (continued)

DEVELOP ROSTERS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant State/Territory regulations, safeworking systems and codes of practice relevant to the development of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that networka.2. relevant State/Territory privacy legislationa.3. relevant State/Territory OHS and environmental protection legislationa.4. State, federal or Territory award legislationa.5. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation

DEVELOP ROSTERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. apply safeworking systems and OHS procedures and regulations a.2. interpret workplace's industrial awards/agreements as they relate to rosters a.3. interpret and communicate operational information a.4. establish work rosters a.5. complete relevant documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations, safeworking systems and codes of practice relevant to the development of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for development of rosters d. Focus of operation of work systems, equipment, management and site operating systems for the development of rosters e. Elements of operations relevant to the development of rosters, including: <ul style="list-style-type: none"> e.1. embarkation and disembarkation requirements e.2. equipment capacities and limitations e.3. passenger service needs e.4. personnel capabilities e.5. requirements for absentee coverage e.6. safeworking systems and requirements e.7. station, interchange and terminal operations e.8. support activities e.9. transport services offered by the organisation f. Problems that may occur when developing rosters and appropriate action that can be taken to resolve the problems g. Documentation and reporting requirements for the developing of rosters, including computer-based systems h. Ability to: <ul style="list-style-type: none"> h.1. interpret conditions of employment and industrial agreements/awards h.2. prepare roster documentation in line with workplace format h.3. allocate suitably qualified personnel to tasks h.4. select and use relevant computer/communication/office equipment required when developing rosters h.5. solve problems that arise when developing rosters h.6. interpret set workings and combined set workings h.7. interpret transport timetables and service details h.8. read and interpret instructions, procedures and information relevant to the development of rosters h.9. use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

DEVELOP ROSTERS

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop rosters, and/or</p> <p>a.2. develop rosters in an appropriate range of operational workplace situations</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. applying safeworking and OHS procedures and regulations</p> <p>a.2. interpreting workplace's industrial awards/agreements as they relate to the development of rosters</p> <p>a.3. interpreting and communicating operational information</p> <p>a.4. establishing work rosters</p> <p>a.5. completing relevant documentation</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and legislative requirements</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions</p> <p>b.4. manufacturer's instructions for the use of office equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. obtaining assistance from other team members when required</p> <p>b.7. customer service and quality assurance procedures and policies</p> <p>b.8. environmental protection procedures</p> <p>c. Action is taken promptly to report on any problems when developing rosters in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to apply and amend rosters in accordance with regulatory and workplace requirements, including identifying changes to timetables, planned activities and support activities; confirming changes to planned activities; confirming personnel availability; re-allocating personnel; and amending rosters.

Persons achieving competence in this unit will need to fulfil the relevant requirements of the codes of practice and regulations of the States/Territories concerned, including the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify changes to timetables, planned activities and support activities</p>	<p>a. Changes to transport timetables are identified and their effect on operation and support areas is assessed</p> <p>b. New work requirements or revised set workings are identified and communicated to appropriate personnel</p> <p>c. Difficulties relating to new work requirements are resolved with central roster operations and the appropriate work areas</p> <p>d. Difficulties in achieving changes to work outcomes are resolved with those initiating change within workplace policies and procedures</p>
<p>2. Confirm changes to planned activities</p>	<p>a. Changes to planned services are identified and confirmed and impact on support activities is assessed</p> <p>b. Support activities required to achieve amended service are assessed and necessary resources are identified and allocated</p> <p>c. Revised work outcomes or set workings are conveyed to relevant support work area(s) for implementation</p>
<p>3. Confirm personnel availability</p>	<p>a. Amended rosters and work requirements are confirmed and distributed to appropriate work areas</p> <p>b. Personnel on amended rosters who are required to achieve new work outcomes are notified of changes</p> <p>c. Difficulties associated with compliance with amended roster(s) or work outcomes are resolved within the work area to the satisfaction of all involved within workplace policies and procedures</p> <p>d. Agreed work area changes to rostered work or amended work outcomes are communicated to central roster operations and the appropriate personnel records area</p>

4. Re-allocate personnel and amend rosters

- a. Agreed changes to rosters are confirmed with appropriate personnel
- b. Appropriate arrangements are made for the implementation of amended rosters
- c. Personnel are re-allocated to achieve agreed work outcomes or amended set workings
- d. Final amendments to rosters are made to achieve agreed work outcomes or set workings
- e. Appropriate documents are updated to reflect changes made and ensure their recognition

Range Of Variables

APPLY AND AMEND ROSTERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the application and amendment of rosters b. Work is under minimal supervision, generally within a team environment c. Work involves the application of workplace procedures and relevant regulatory and code requirements to the application and amendment of rosters as part of work activities in the rail transport and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Staff covered by work rosters may include: <ul style="list-style-type: none"> b.1. driving and driving support crews b.2. shunting and marshalling crews b.3. terminal personnel b.4. freight handling personnel b.5. station personnel b.6. interchange personnel b.7. transit officers b.8. security officers b.9. revenue collection officers b.10. passenger assist/customer service personnel b.11. yard support personnel b.12. crew transport personnel b.13. transport control centre personnel b.14. traffic officers c. Changes to planned services may include: <ul style="list-style-type: none"> c.1. changes in demand c.2. response to emergencies d. Real time issues may include: <ul style="list-style-type: none"> d.1. absenteeism d.2. additional support services due to injury d.3. emergencies e. Work outcomes or set workings may apply to: <ul style="list-style-type: none"> e.1. transport crews e.2. personnel required for support activities e.3. transport control personnel e.4. transport planning personnel

Range Of Variables (continued)

APPLY AND AMEND ROSTERS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>f. Communication in the work area may include:</p> <ul style="list-style-type: none"> f.1. phone f.2. electronic data interchange (EDI) f.3. fax f.4. e-mail f.5. Internet f.6. RF systems f.7. oral, aural or signed communications <p>g. Personal protection equipment may include:</p> <ul style="list-style-type: none"> g.1. gloves g.2. safety headwear and footwear g.3. safety glasses g.4. two-way radios g.5. high visibility clothing <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. regulatory and/or code requirements relevant to the application and amendment of rosters a.2. workplace procedures and policies for the application and amendment of rosters a.3. work rosters a.4. transport graphs a.5. hard copy documentation a.6. safe working forms a.7. dangerous goods manifest a.8. operations manuals, job specifications and induction documentation a.9. manufacturer's specifications for office equipment a.10. conditions of service, award, enterprise bargaining agreement, and other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

Range Of Variables (continued)

APPLY AND AMEND ROSTERS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant State/Territory regulations, safeworking systems and codes of practice relevant to the application and amendment of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that networka.2. relevant State/Territory privacy legislationa.3. relevant State/Territory OHS and environmental protection legislationa.4. State, federal or Territory award legislationa.5. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation

Evidence Guide

APPLY AND AMEND ROSTERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. apply safeworking systems and OHS procedures and regulations a.2. interpret workplace's industrial awards/agreements as they relate to rosters a.3. interpret and communicate operational information a.4. amend work rosters a.5. complete relevant documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations, safeworking systems and codes of practice relevant to the application and amendment of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for application and amendment of rosters d. Focus of operation of work systems, equipment, management and site operating systems for the application and amendment of rosters e. Elements of operations relevant to the application and amendment of rosters, including: <ul style="list-style-type: none"> e.1. embarkation and disembarkation requirements e.2. equipment capacities and limitations e.3. passenger service needs e.4. personnel capabilities e.5. requirements for absentee coverage e.6. safeworking systems and requirements e.7. station, interchange and terminal operations e.8. support activities e.9. transport services offered by the organisation f. Problems that may occur when amending rosters and appropriate action that can be taken to resolve the problems g. Documentation and reporting requirements for the amending rosters, including computer-based systems h. Ability to: <ul style="list-style-type: none"> h.1. interpret conditions of employment and industrial agreements/awards h.2. prepare roster documentation in line with workplace format h.3. allocate suitably qualified personnel to tasks h.4. select and use relevant computer/communication/office equipment required when applying and amending rosters h.5. solve problems that arise when applying and amending rosters h.6. interpret set workings and combined set workings h.7. interpret transport timetables and service details h.8. read and interpret instructions, procedures and information relevant to the application and amendment of rosters h.9. use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

APPLY AND AMEND ROSTERS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply and amend rosters, and/or a.2. apply and amend rosters in an appropriate range of operational workplace situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. applying safeworking and OHS procedures and regulations a.2. interpreting workplace's industrial awards/agreements as they relate to the application and amendment of rosters a.3. interpreting and communicating operational information a.4. establishing work rosters a.5. completing relevant documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions b.4. manufacturer's instructions for the use of office equipment b.5. procedures for the use of personal protection equipment b.6. obtaining assistance from other team members when required b.7. customer service and quality assurance procedures and policies b.8. environmental protection procedures c. Action is taken promptly to report on any problems when applying and amending rosters in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	3	3	2

BSBCMN302A ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

Field L Resource Management

DESCRIPTION:

This unit involves the skills and knowledge required to organise own work schedules, monitor and obtain feedback on work performance, and maintain required levels of competence.

This unit is identical to the Business Services unit of the same code but has been reformatted into the ANTA approved TDT Training Package format.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Organise and complete own work schedule</p>	<p>a. Work goals and objectives are understood, negotiated and agreed in accordance with organisational requirements</p> <p>b. Workload is assessed and prioritised to ensure completion within identified timeframes</p> <p>c. Factors affecting the achievement of work objectives are identified and incorporated into work plans</p> <p>d. Workplace technology is used efficiently and effectively to manage and monitor scheduling and completion of tasks</p>
<p>2. Monitor own work performance</p>	<p>a. Personal work performance is accurately monitored and adjusted to ensure maintenance of job quality and customer service</p> <p>b. Feedback on performance is actively sought from colleagues and clients and evaluated in the context of individual and group requirements</p> <p>c. Variations in the quality of service and products are routinely identified and reported in accordance with organisational requirements</p>
<p>3. Develop and maintain own competence level</p>	<p>a. Personal knowledge and skills are assessed against competency standards performance descriptions to determine development needs and priorities</p> <p>b. Opportunities for improvement are identified and planned in liaison with colleagues</p> <p>c. Feedback is used to identify and develop ways to improve competence within available opportunities</p> <p>d. New skills and opportunities to develop them are identified to achieve and maintain continuous learning</p> <p>e. Records and documents relating to achievements and assessments are stored and maintained in accordance with own requirements</p>

Range Of Variables

ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations and codes of practice relevant to workplace operations b. Work is performed under some supervision, usually within a team environment c. Work involves the application of the routine procedures to the organisation of personal work priorities and own personal development
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of workplace environments and weather conditions by day or night: b. Customers may be internal or external c. Work goals and objectives may include: <ul style="list-style-type: none"> c.1. sales targets c.2. reporting deadlines c.3. production targets c.4. budgetary targets c.5. team participation c.6. team and individual learning goals d. Organisational requirements may be included in: <ul style="list-style-type: none"> d.1. quality assurance and/or procedures manuals d.2. goals, objectives, plans, systems and processes d.3. legal and organisational policy/guidelines and requirements d.4. business and performance plans d.5. access and equity principles and practice d.6. ethical standards d.7. Occupational Health and Safety policies, procedures and programs d.8. quality and continuous improvement processes and standards d.9. defined resource parameters e. Factors affecting the achievement of work objectives may include: <ul style="list-style-type: none"> e.1. competing work demands e.2. technology/equipment breakdowns e.3. unforeseen incidents e.4. workplace hazards, risks and controls e.5. environmental factors such as time, weather, etc. e.6. resource and materials availability e.7. budget constraints f. Business technology may include: <ul style="list-style-type: none"> f.1. computers f.2. computer applications f.3. modems f.4. personal schedulers f.5. e-mail f.6. Internet/extranet/intranet f.7. photocopiers f.8. scanners f.9. facsimile machines f.10. printers

Range Of Variables (continued)

ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

VARIABLE	SCOPE
	<p>g. Feedback on performance may include:</p> <ul style="list-style-type: none"> g.1. formal/informal performance appraisals g.2. obtaining feedback from supervisors and colleagues g.3. obtaining feedback from clients g.4. personal, reflective behaviour strategies g.5. routine organisational methods for monitoring service delivery <p>h. Competency standards are standards which measure all those personal and technical knowledge, skills and attitudinal aspects (competencies) required to effectively and efficiently undertake the day-to-day tasks and duties of the practitioner's work function</p> <p>i. Opportunities for improvement may include:</p> <ul style="list-style-type: none"> i.1. coaching, mentoring and/or supervision i.2. formal/informal learning programs i.3. internal/external training provision i.4. work experience/exchange/opportunities i.5. personal study i.6. career planning/development i.7. performance appraisals i.8. workplace skills assessment i.9. quality assurance assessments and recommendations i.10. Recognition of Prior Learning <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures <p>k. Communication in the work area may include:</p> <ul style="list-style-type: none"> k.1. fixed phone k.2. mobile phone k.3. fax k.4. e-mail k.5. Internet k.6. radio k.7. oral, aural or signed communications

Range Of Variables (continued)

ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. regulations pertaining to the workplace operations a.2. relevant workplace procedures and policies a.3. operations manuals a.4. induction documentation a.5. competency standards and training materials a.6. manufacturer's specifications for relevant equipment a.7. supplier and/or client instructions a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. relevant Australian Standards and certification requirements a.10. customer service and quality assurance standards and procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant legislation/regulations from all levels of government that affect business operation, especially in regard to Occupational Health and Safety and environmental issues, including any relevant licensing requirements (where applicable) a.2. relevant Australian Standards and related certification requirements a.3. award and enterprise agreements and relevant industrial instruments a.4. equal opportunity, industrial relations and anti-discrimination regulations a.5. relevant industry codes of practice

ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare work plans a.2. prioritise and schedule work objectives and tasks a.3. seek and act on feedback from clients and colleagues a.4. review own work performance against achievements through self assessment a.5. access learning opportunities to extend own personal work competencies
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<p>a. Relevant Australian and State /Territory standards, regulations and codes of practice</p> <p>b. OHS and environmental protection procedures and guidelines relevant to workplace operations</p> <p>c. Understanding the organisation's policies, plans and procedures</p> <p>d. Knowledge of methods to elicit, analyse and interpret feedback</p> <p>e. Understanding of techniques to prepare personal plans and establish priorities</p> <p>f. Knowledge of the principles and techniques of goal setting, measuring performance, time management and personal assessment</p> <p>g. Understanding of processes to interpret competency standards and apply them to self</p> <p>h. Understanding of methods to identify and prioritise personal learning needs</p> <p>i. Requirements of workplace systems/operations and relevant equipment</p> <p>j. Ability to:</p> <ul style="list-style-type: none"> j.1. apply literacy skills for reading and understanding the organisation's procedures, own work goals and objectives j.2. apply proofreading and editing skills for checking own work j.3. apply planning skills to organise work priorities and arrangements j.4. identify and solve problems arising in routine work j.5. communicate effectively including giving and receiving constructive feedback on development needs j.6. apply technology skills including the ability to select and use technology appropriate to a task j.7. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities j.8. identify and correctly use equipment, processes and procedures j.9. modify activities depending on differing workplace contexts, risk situations and environments j.10. apply relevant agreements, codes of practice or other legislative requirements to work processes

ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise personal work priorities and development, and/or a.2. organise personal work priorities and development in an appropriate range of workplace contexts
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. preparing work plans a.2. prioritising and scheduling work objectives and tasks a.3. seeking and acting on feedback from clients and colleagues a.4. reviewing own work performance against achievements through self assessment a.5. accessing learning opportunities to extend own personal work competencies <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations pertaining to the workplace operations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions related to workplace operations b.4. relevant guidelines relating to the use of required equipment b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to respond to/report any problems in workplace activities in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</p> <p>c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</p> <p>d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</p>

ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required for planning, delivering and reviewing training provided for the purposes of developing competency on a one-to-one or small group basis.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for training	<ul style="list-style-type: none"> a. Specific needs for training are identified and confirmed through consultation with appropriate personnel b. Training objectives are matched to identified competency development needs c. Training approaches are planned and documented
2. Deliver training	<ul style="list-style-type: none"> a. Training is conducted in a safe and accessible environment b. Training delivery methods are selected appropriate to training participant(s) needs, trainer availability, location and resources c. Strategies and techniques are employed which facilitate the learning process d. Objectives of the training, sequence of activities and assessment processes are discussed with training participant(s) e. A systematic approach is taken to training and the approach is revised and modified to meet specific needs of training participant(s)
3. Provide opportunities for practices	<ul style="list-style-type: none"> a. Practice opportunities are provided to ensure that the participant achieves the components of competency b. Various methods for encouraging learning are implemented to provide diverse approaches to meet the individual needs of participants
4. Review training	<ul style="list-style-type: none"> a. Participants are encouraged to self evaluate performance and identify areas for improvement b. Participant's readiness for assessment is monitored and assistance provided in the collection of evidence of satisfactory performance c. Training is evaluated in the context of self-assessment, participant feedback, supervisor comments and measurements against objectives d. Training details are recorded according to enterprise and legislative requirements e. Results of evaluation are used to guide further training

Range Of Variables

TRAIN SMALL GROUPS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of training principles and workplace procedures to the training of small groups
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Relevant information to identify training needs includes: <ul style="list-style-type: none"> b.1. industry/enterprise or other performance competency standards b.2. endorsed components of relevant industry Training Package b.3. industry/workplace training practices b.4. job descriptions b.5. results of training needs analyses b.6. business plans of the organisation which identify skill development requirements b.7. standard operating and/or other workplace procedures c. Appropriate personnel may include: <ul style="list-style-type: none"> c.1. team leaders/supervisors/technical experts c.2. managers/employers c.3. training and assessment coordinators c.4. training participants c.5. representative government regulatory bodies c.6. union/employee representatives c.7. consultative committees c.8. assessors d. Training delivery methods and opportunities for practice may include: <ul style="list-style-type: none"> d.1. presentations d.2. demonstrations d.3. explanations d.4. problem solving d.5. mentoring d.6. experiential learning d.7. group work d.8. on the job coaching d.9. job rotation d.10. a combination of the above e. Components of competency include: <ul style="list-style-type: none"> e.1. task skills e.2. task management skills e.3. contingency management skills e.4. job/role environment skills e.5. transfer and application of skills and knowledge of new contents

Range Of Variables (continued)

TRAIN SMALL GROUPS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Characteristics of training participant may include information in relation to:</p> <ul style="list-style-type: none"> f.1. language, literacy and numeracy needs f.2. cultural, language, and educational background f.3. gender f.4. physical ability f.5. level of confidence, nervousness or anxiety f.6. age f.7. previous experience with the topic f.8. experience in training and assessment <p>g. Training sessions may include:</p> <ul style="list-style-type: none"> g.1. one to one demonstration g.2. small group demonstration (2 to 5 persons) <p>h. Resources may include:</p> <ul style="list-style-type: none"> h.1. time h.2. location h.3. personnel h.4. materials and equipment h.5. OHS and other workplace requirements h.6. enterprise/industry standard operating procedures h.7. finances/costs <p>i. Strategies and techniques may include:</p> <ul style="list-style-type: none"> i.1. active listening i.2. targeted questioning i.3. points of clarification i.4. group discussions
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. induction documentation a.3. competency standards, and related assessment and training materials a.4. relevant legislative and regulatory requirements a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. standards and certification requirements a.7. quality assurance standards and procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Legislation, codes and national standards relevant to the workplace may include:</p> <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

TRAIN SMALL GROUPS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. produce documentation in relation to: <ul style="list-style-type: none"> a.1.1. description of the specific training need and required competency outcomes a.1.2. outline of the training approach and steps to be followed a.1.3. description of training participant(s) and delivery method(s) to be used a.1.4. specific resources required a.1.5. outline of the evidence to be collected for monitoring training participant progress a.1.6. trainer's self assessment of training delivery a.1.7. participant evaluation of training delivery a.1.8. evaluation of review comments against plan of training a.1.9. records/documentation for monitoring progress of training participant(s) a.2. provide training to a small group in a specific context a.3. carry out the following processes: <ul style="list-style-type: none"> a.3.1. determining the specific training need a.3.2. determining the sequence of the training a.3.3. identifying appropriate personnel a.3.4. selecting particular delivery method(s) a.3.5. identifying the characteristics of training participant(s) a.3.6. establishing the resource requirements a.3.7. monitoring participant progress a.3.8. selecting the required training resources using appropriate processes and rationale a.3.9. confirming training arrangements with appropriate personnel a.3.10. informing participant(s) of: <ul style="list-style-type: none"> a.3.10.1. intended training outcomes a.3.10.2. competencies to be achieved a.3.10.3. on and/or off the job practice opportunities a.3.10.4. benefits of practices a.3.10.5. learning activities and tasks a.3.10.6. assessment tasks and requirements a.3.11. providing constructive feedback to training participant about progress toward competency to be acquired a.3.12. determining and confirming training participant readiness for assessment a.3.13. maintaining records to ensure confidentiality, accuracy and security <p>b. evidence may include observation and/or information provided verbally or in written form</p>
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>

TRAIN SMALL GROUPS

<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts b. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination c. Knowledge of standards of performance including relevant industry or enterprise competency standards and assessment guidelines d. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context e. Knowledge of the relevant sections of the national Training Package for Assessment and Workplace Training f. Ability to: <ul style="list-style-type: none"> f.1. apply competency in the units being taught in workplace contexts f.2. apply various training methods relevant to the training of small groups f.3. identify evidence of competency f.4. plan own work including predicting consequences and identifying improvements f.5. apply relevant workplace policies (e.g. OHS and EEO) and any relevant legislative or regulatory requirements f.6. select and correctly use equipment, and any other processes and procedures appropriate for the training f.7. handle performance issues ethically f.8. use appropriate language, literacy and numeracy skills required to: <ul style="list-style-type: none"> f.8.1. conduct discussions and ask probing questions to review the training f.8.2. gather information (in spoken or written form) for review purposes f.8.3. make verbal recommendations for delivery of future training f.8.4. adjust language to suit target audience (training participant/appropriate personnel) f.8.5. complete records on training f.8.6. provide verbal feedback and report on training outcomes f.8.7. follow and model examples of written texts f.8.8. promote training in verbal or written form f.9. use communication skills appropriate to the culture of the workplace, appropriate personnel and training participants f.10. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to train small groups, and/or a.2. train small groups in an appropriate range of workplace contexts b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Evidence Guide (continued)

TRAIN SMALL GROUPS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. producing a training plan for the specific small group training context a.2. selecting/producing training resources for the specific training context a.3. carrying out the required processes to train small groups a.4. producing the required documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and instructions related to the training of small groups b.3. relevant guidelines relating to the use of any required equipment/resources used in the training process b.4. housekeeping procedures b.5. environmental protection procedures <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</p> <p>c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</p> <p>d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</p> <p>e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required by a person who plans and implements a training program for a target group. This involves planning a series of training sessions to meet the identified competency requirements of the target group.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Identify training requirements	<ul style="list-style-type: none"> a. Current competencies of the target group are identified b. Relevant Training Package documentation or approved training course documentation is obtained where applicable c. Qualification requirements, competencies and/or other performance standards to be attained are interpreted d. Training requirements are identified from the gap between the required competencies and the current competencies of the target group e. Training requirements are confirmed with appropriate personnel
2. Develop outlines of training sessions	<ul style="list-style-type: none"> a. The training program goals, outcomes, performance and underpinning knowledge requirements are identified b. The training program requirements, workplace application, activities and tasks required to develop the requisite competencies are analysed c. A range of training delivery methods are identified which are appropriate for: <ul style="list-style-type: none"> c.1. the competencies to be achieved c.2. training program's goals c.3. characteristics of training participants c.4. language, literacy and numeracy skill level of training participants c.5. availability of equipment and resources c.6. Industry/enterprise contexts and requirements d. Training session outlines are mapped against required competencies and deficiencies are identified and addressed e. Special requirements for resources, particular practice requirements and training experiences are documented f. Methods of supporting and guiding training participants including appropriate training resources, and language, literacy and numeracy support are specified

<p>3. Develop training materials</p>	<ul style="list-style-type: none"> a. Available materials to support the training program are checked for relevance and appropriateness in terms of the language, style, characteristics of training participants and copyright b. Existing materials are customised or resources are developed to enhance the learning capability of training participants to achieve in the delivery setting c. Instructions for use of learning materials and any required equipment are provided d. Copyright laws are observed e. Training resource costs are identified and approvals are obtained from appropriate personnel f. Documentation, resources and materials developed or used are clear and comprehensible
<p>4. Develop training sessions</p>	<ul style="list-style-type: none"> a. Training session plans are developed to meet the goals of the training program b. Training session plans specify session planned outcomes c. Opportunities are created within training session design for participants to manage own competency acquisition and apply the relevant competencies in practice d. Session plans identify delivery methods which are appropriate for: <ul style="list-style-type: none"> d.1. the competency to be achieved d.2. training program's goals d.3. training participants' characteristics d.4. language, literacy and numeracy skill level of training participants d.5. learning resources and facilities to be used d.6. equipment and consumable resources available d.7. industry/enterprise/workplace contexts and requirements d.8. each outlined training session e. Training sessions are designed to measure participant progress towards the program goals f. Sequence and timing of the training sessions are documented
<p>5. Arrange resources</p>	<ul style="list-style-type: none"> a. Resources required for the training sessions are identified and, where special access is required, approved by appropriate personnel b. Appropriate training locations are identified and arranged c. Arrangements are made with (any) additional personnel required to support the training program d. The training environment arranged is safe, accessible and suitable for the acquisition of the identified competencies e. Learning resources, documentation on required competencies, assessment procedures and information on available support for training participants is organised and held in an accessible form

Range Of Variables

PLAN A SERIES OF TRAINING SESSIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of adult learning and training principles and relevant workplace procedures to the planning of a series of training sessions
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Training program may include: <ul style="list-style-type: none"> b.1. a collection of training activities to meet competency requirements and target group and client needs. Clients provide the approvals for expenditure of training resources. Target group is the group for whom training is available and may include: <ul style="list-style-type: none"> b.1.1. employee groups (e.g. particular classification or work area, female employees) b.1.2. groups or individuals with special training and/or recognition needs c. Training may be conducted: <ul style="list-style-type: none"> c.1. on the job c.2. in a simulated setting c.3. in a training organisation c.4. in a combination of locations to suit the units of competency being learned and/or assessed c.5. in a single site or multi-site operation c.6. in a work environment d. Appropriate personnel may include: <ul style="list-style-type: none"> d.1. trainers/teachers and assessors d.2. team leaders/supervisors/managers/employers d.3. participant/employee/learner d.4. technical/subject experts d.5. government regulatory bodies d.6. union/employee representatives d.7. consultative committees d.8. users of training information such as training providers, employers, human resource departments d.9. State/Territory Training/Recognition Authorities d.10. language, literacy, numeracy specialists d.11. assessment/training partners e. Training programs may be based on: <ul style="list-style-type: none"> e.1. national industry Training Packages e.2. enterprise Training Packages e.3. national, State and local curriculum e.4. enterprise-based standards, standards of performance or curriculum e.5. international standards e.6. international programs

Range Of Variables (continued)

PLAN A SERIES OF TRAINING SESSIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Target group competencies may be identified by:</p> <ul style="list-style-type: none"> f.1. reports on assessment of competencies f.2. content analysis of curricula vitae f.3. enterprise training and assessment record keeping system f.4. industry training and assessment recording system f.5. self, peer or supervisor reports <p>g. Training sessions may involve:</p> <ul style="list-style-type: none"> g.1. theory g.2. demonstration g.3. combination of the two <p>h. Training programs may involve:</p> <ul style="list-style-type: none"> h.1. enterprise-based delivery h.2. provider-based delivery h.3. fee for service h.4. local, State or national curriculum h.5. community-based delivery h.6. school-based delivery h.7. international programs h.8. combination of the above <p>i. Characteristics of participants may include:</p> <ul style="list-style-type: none"> i.1. language, literacy and numeracy needs i.2. cultural and language background i.3. educational background or general knowledge i.4. gender i.5. age i.6. physical ability i.7. previous experience with the topic i.8. experience in training and assessment i.9. level of confidence, nervousness or anxiety i.10. work organisation or roster <p>j. Variables for achieving competency include:</p> <ul style="list-style-type: none"> j.1. characteristics of training participants j.2. resources (time, location, space, people and costs) j.3. language, literacy and numeracy issues <p>k. Training delivery methods include:</p> <ul style="list-style-type: none"> k.1. face to face k.2. distance k.3. lock step, partly self paced, all self paced k.4. trainer centred, participant centred k.5. real time, time independent k.6. place dependent, place independent k.7. interactive (e.g. audio or video conferencing, computer assisted, discussion)

Range Of Variables (continued)

PLAN A SERIES OF TRAINING SESSIONS

VARIABLE	SCOPE
	<ul style="list-style-type: none"> <li data-bbox="517 477 1316 748">i. Materials may include: <ul style="list-style-type: none"> <li data-bbox="580 506 1214 539">i.1. non-endorsed components of an industry Training Package <li data-bbox="580 539 751 573">i.2. work books <li data-bbox="580 573 1316 607">i.3. language, literacy and numeracy support/integrated training materials <li data-bbox="580 607 804 640">i.4. workshop guides <li data-bbox="580 640 1043 674">i.5. background reading materials/documents <li data-bbox="580 674 730 707">i.6. handouts <li data-bbox="580 707 1046 741">i.7. industry/enterprise competency standards <li data-bbox="580 741 967 775">i.8. supportive policies and legislation <li data-bbox="517 763 1098 999">m. Training support may include: <ul style="list-style-type: none"> <li data-bbox="580 792 922 826">m.1. technical and subject experts <li data-bbox="580 826 956 860">m.2. language and literacy specialists <li data-bbox="580 860 1098 893">m.3. team leaders/supervisors/managers/employers <li data-bbox="580 893 828 927">m.4. specific enterprises <li data-bbox="580 927 922 960">m.5. assessment/training partners <li data-bbox="580 960 951 994">m.6. trainers/teachers and assessors <li data-bbox="580 994 1007 1028">m.7. training and assessment coordinators <li data-bbox="517 1016 1102 1252">n. Practice opportunities may include: <ul style="list-style-type: none"> <li data-bbox="580 1046 735 1079">n.1. on the job <li data-bbox="580 1079 1102 1113">n.2. off the job but located in participant's workplace <li data-bbox="580 1113 1046 1146">n.3. off the job in a special demonstration area <li data-bbox="580 1146 1010 1180">n.4. off the job in an external training room <li data-bbox="580 1180 852 1214">n.5. work/field placements <li data-bbox="580 1214 751 1247">n.6. job rotation <li data-bbox="580 1247 930 1281">n.7. or a combination of the above <li data-bbox="517 1263 979 1812">o. Training activities and tasks may include: <ul style="list-style-type: none"> <li data-bbox="580 1292 815 1326">o.1. oral presentations <li data-bbox="580 1326 831 1359">o.2. simulation activities <li data-bbox="580 1359 759 1393">o.3. project work <li data-bbox="580 1393 788 1426">o.4. group activities <li data-bbox="580 1426 879 1460">o.5. practical demonstrations <li data-bbox="580 1460 762 1494">o.6. assignments <li data-bbox="580 1494 791 1527">o.7. laboratory work <li data-bbox="580 1527 956 1561">o.8. shadowing, coaching, mentoring <li data-bbox="580 1561 884 1594">o.9. computer-based learning <li data-bbox="580 1594 735 1628">o.10. role plays <li data-bbox="580 1628 735 1662">o.11. interviews <li data-bbox="580 1662 815 1695">o.12. discussion groups <li data-bbox="580 1695 715 1729">o.13. surveys <li data-bbox="580 1729 783 1762">o.14. action learning <li data-bbox="580 1762 823 1796">o.15. on the job learning <li data-bbox="580 1796 823 1830">o.16. off the job learning <li data-bbox="580 1830 839 1863">o.17. practical placements

Range Of Variables (continued)

PLAN A SERIES OF TRAINING SESSIONS

VARIABLE	SCOPE
3. Sources of information/documents	a. Information/documents may include: <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. induction documentation a.3. competency standards, and related assessment and training materials a.4. relevant legislative and regulatory requirements a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. standards and certification requirements a.7. quality assurance standards and procedures
4. Applicable regulations and legislation	a. Legislation, codes and national standards relevant to the workplace may include: <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

PLAN A SERIES OF TRAINING SESSIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. produce documentation in relation to: <ul style="list-style-type: none"> a.1.1. description of target group, characteristics of training participants and appropriate personnel a.1.2. outline of training program requirements to deliver training sessions, including any variables to meet the characteristics of training participants a.1.3. training session plans a.1.4. samples of training materials a.1.5. documentation of resources, assessment procedures and support needed in training delivery a.2. carry out the following processes: <ul style="list-style-type: none"> a.2.1. consulting appropriate personnel a.2.2. the process for ensuring that the session plans meet competency requirements and characteristics of training participants a.2.3. the process for ensuring that the training was made accessible and effective for all training participants a.2.4. selecting training materials and resources a.2.5. preparing training materials a.2.6. the process and rationale for selecting training methods of delivery a.2.7. the process and rationale for modifying training delivery a.2.8. the process for taking literacy and numeracy issues into consideration in the planning process <p>b. evidence may include observation and/or information provided verbally or in written form</p>
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts b. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination c. Competency in unit(s) of competency relevant to the training program d. Principles of adult learning and competency-based training e. Appropriate methods of analysis and planning f. Sources of assistance for participants requiring language or other particular training support g. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context h. Knowledge of the relevant sections of the national Training Package for Assessment and Workplace Training

PLAN A SERIES OF TRAINING SESSIONS

<p>3. Required knowledge and skills (continued)</p>	<p>i. Ability to:</p> <ul style="list-style-type: none"> i.1. plan own work including predicting consequences and identifying improvements i.2. apply relevant workplace policies (e.g. OHS and EEO) and any relevant legislative or regulatory requirements i.3. select and correctly use equipment, and any other processes and procedures appropriate for the planning of training i.4. apply cultural understanding in the context of training and assessment i.5. use appropriate language, literacy and numeracy skills required to: <ul style="list-style-type: none"> i.5.1. collect, summarise and interpret relevant information to plan a series of programs i.5.2. communicate in spoken and written form with a range of people in specified training context i.5.3. adjust spoken and written language to suit audience i.5.4. prepare and/or customise training materials and specified documentation using clear and comprehensible language and layout i.5.5. calculate and estimate costs, time and length of training sessions i.6. use communication skills appropriate to the culture of the workplace, appropriate personnel and training participants i.7. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to plan a series of training sessions, and/or a.2. plan a series of training sessions in an appropriate range of workplace contexts <p>b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. producing a training plan for a series of training sessions a.2. selecting/producing training resources for the specific training context a.3. carrying the required processes to plan a series of training sessions a.4. producing the required documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and instructions related to the planning of a series of training sessions b.3. relevant guidelines relating to the use of any required equipment/resources used in the training process <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p>

Evidence Guide (continued)

PLAN A SERIES OF TRAINING SESSIONS

<p>5. Consistency in performance (continued)</p>	<p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p> <p>b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</p> <p>c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</p> <p>d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</p> <p>e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	3

DESCRIPTION:

This unit involves the skills and knowledge required by a person to deliver training sessions as part of a training program.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Prepare training participants</p>	<ul style="list-style-type: none"> a. Training program goals and training session outcomes are explained to, and discussed with, training participants b. The training program workplace applications, training activities and tasks are explained and confirmed with the training participants c. Needs of training participants for competency acquisition are identified d. The series of training sessions for the training program are explained to training participants e. Ways in which the competencies are to be developed and assessed are explained to, and confirmed with, training participants f. Language is adjusted to suit the training participants and strategies/techniques (e.g. paraphrasing and questioning) are employed to confirm understanding
<p>2. Present training session</p>	<ul style="list-style-type: none"> a. Presentation and training delivery are appropriate to the characteristics of training participants and the development of the competencies b. Presentation of training and design of learning activities emphasise and reinforce the components of competency: <ul style="list-style-type: none"> b.1. task skills b.2. task management skills b.3. contingency management skills b.4. job/role environment skills b.5. transfer and application of skills and knowledge to new contexts c. Presentation and training delivery methods provide variety, encourage participation and reinforce competencies d. Spoken language and communication strategies/techniques are used strategically to encourage participation and to achieve the outcomes of training sessions e. Training sessions are reviewed and modified as necessary to meet training participants' needs

<p>3. Facilitate individual and group learning</p>	<ul style="list-style-type: none"> a. The requirements for the effective participation in the learning process are explained b. Timely information and advice is given to training participants during training sessions c. Training presentations are enhanced with the use of appropriate training resources d. Clear and accurate information is presented in a sequence to foster competency development e. Language is adjusted to suit training participants f. Training participants are actively involved in sessions by being encouraged to ask questions, clarify points of concern and contribute comments at appropriate and identified stages g. Training equipment and materials are used in a way that enhances learning h. Supplementary information is provided to enhance and clarify understanding as required by individuals or the group i. Key points are summarised at appropriate times to reinforce learning j. Individual learning and group dynamics are monitored and managed to achieve program goals k. Language, literacy and numeracy issues are taken into account to facilitate learning by training participants
<p>4. Provide opportunities for practice and feedback</p>	<ul style="list-style-type: none"> a. Process, rationale and benefits of practice of competency are discussed with training participants b. Practice opportunities are provided to match: <ul style="list-style-type: none"> b.1. specific competencies to be achieved b.2. context of the training program b.3. specific outcomes of the training session c. Training participants' readiness for assessment is monitored and discussed with participants d. Constructive feedback and reinforcement are provided through further training and/or practice opportunities
<p>5. Review delivery of training session</p>	<ul style="list-style-type: none"> a. Participant's review of training delivery is sought b. The delivery of training session is discussed with appropriate personnel at appropriate times c. Trainer self assesses training delivery against program goals, session plans and Assessment and Workplace Training Competency Standards d. The reactions of relevant personnel to the delivery are sought and discussed at appropriate times e. Adjustments to delivery, presentation and training are considered and incorporated

Range Of Variables

DELIVER TRAINING SESSIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of routine procedures to the planning of assessment activities
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Training program is defined as a collection of training activities to develop competencies of a target group. Clients provide the approvals for expenditure of training resources. c. Target group may include: <ul style="list-style-type: none"> c.1. employee groups (e.g. particular classification or work area, female employees) c.2. groups or individuals with special training and/or recognition needs d. Appropriate personnel: <ul style="list-style-type: none"> d.1. trainers/teachers and assessors d.2. team leaders/supervisors/managers/employers d.3. participant/employee/learner d.4. technical experts d.5. government regulatory bodies d.6. union/employee representatives d.7. consultative committees d.8. users of training information such as training providers, employers, human resource departments d.9. State/Territory Training/Recognition Authorities e. Training program may be based on: <ul style="list-style-type: none"> e.1. national industry Training Packages e.2. enterprise Training Packages e.3. national, State and local curriculum e.4. enterprise-based standards, standards of performance or curriculum e.5. international standards e.6. international programs f. Training programs may involve: <ul style="list-style-type: none"> f.1. enterprise-based delivery f.2. provider-based delivery f.3. fee for service f.4. local, State or national curriculum f.5. community-based delivery f.6. school-based delivery f.7. international programs f.8. combination of the above

Range Of Variables (continued)

DELIVER TRAINING SESSIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Target group's competencies may be identified by:</p> <ul style="list-style-type: none"> g.1. reports on assessment of competencies g.2. content analysis of curricula vitae g.3. enterprise training and assessment record keeping system g.4. industry training and assessment recording system g.5. self, peer or supervisor reports <p>h. Training sessions may involve:</p> <ul style="list-style-type: none"> h.1. theory h.2. demonstration h.3. combination of the two <p>i. Characteristics of participants may include:</p> <ul style="list-style-type: none"> i.1. language, literacy and numeracy needs i.2. cultural and language background i.3. educational background or general knowledge i.4. gender i.5. age i.6. physical ability i.7. previous experience with the topic i.8. experience in training and assessment i.9. level of confidence, nervousness or anxiety <p>j. Training delivery methods may include:</p> <ul style="list-style-type: none"> j.1. face to face j.2. distance j.3. lock step, partly self paced, all self paced j.4. trainer centred, participant centred j.5. real time, time independent j.6. place dependent, place independent j.7. interactive (e.g. audio or video conferencing, computer assisted, discussion) <p>k. Training materials may include:</p> <ul style="list-style-type: none"> k.1. non-endorsed components of an industry Training Package k.2. work books k.3. workshop guides k.4. background reading materials/documents k.5. handouts k.6. industry/enterprise competency standards k.7. supportive policies and legislation <p>l. Practice opportunities may be:</p> <ul style="list-style-type: none"> l.1. on the job l.2. off the job but located in participant's workplace l.3. off the job in a special demonstration area l.4. off the job in external training room l.5. work/field placements l.6. job rotation l.7. or a combination of the above

Range Of Variables (continued)

DELIVER TRAINING SESSIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>m. Training activities and tasks may include:</p> <ul style="list-style-type: none"> m.1. oral presentations m.2. simulation activities m.3. project work m.4. group activities m.5. practical demonstrations m.6. assignments m.7. laboratory work m.8. shadowing, coaching, mentoring m.9. computer-based learning m.10. role plays m.11. interviews m.12. discussion groups m.13. surveys m.14. action learning m.15. on the job learning m.16. off the job learning m.17. practical placements
3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. induction documentation a.3. competency standards, and related assessment and training materials a.4. relevant legislative and regulatory requirements a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. standards and certification requirements a.7. quality assurance standards and procedures
4. Applicable regulations and legislation	<p>a. Legislation, codes and national standards relevant to the workplace may include:</p> <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

DELIVER TRAINING SESSIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. produce documentation in relation to: <ul style="list-style-type: none"> a.1.1. delivery of training sessions in a number of contexts using a range of delivery methods to competency requirements a.1.2. training materials and resources a.1.3. trainer's self assessment of their own training delivery a.1.4. documentation on reaction of appropriate personnel and training participants to delivery of training sessions a.1.5. changes made to subsequent delivery practices based on feedback by training participants and appropriate personnel a.2. carry out the following processes: <ul style="list-style-type: none"> a.2.1. informing training participants of the: <ul style="list-style-type: none"> a.2.1.1. program's goals a.2.1.2. competencies to be achieved a.2.1.3. training session outcomes a.2.1.4. on and/or off the job practice opportunities a.2.1.5. benefits of practice a.2.1.6. training activities and tasks a.2.1.7. assessment tasks and requirements a.2.2. conducting the delivery of the training in a manner to ensure that: <ul style="list-style-type: none"> a.2.2.1. training participants were involved in the sessions a.2.2.2. language, literacy and numeracy issues were taken into consideration a.2.3. identifying and addressing the characteristics of training participants a.2.4. determining and confirming readiness for assessment with training participants a.2.5. providing constructive feedback to the target group about their progress toward the program's goals a.2.6. interacting with the group in terms of processes and dynamics a.2.7. receiving feedback from target group and adjusting the program accordingly
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination b. Knowledge of standards of performance including industry or enterprise competency standards and assessment guidelines c. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context d. Relationships of competencies to industrial agreements, classification systems and the Australian Qualifications Framework (AQF)

Evidence Guide (continued)

DELIVER TRAINING SESSIONS

<p>3. Required knowledge and skills (continued)</p>	<ul style="list-style-type: none"> e. Unit(s) of competency relevant to the training program f. Identification and correct use of equipment, processes and procedures relevant to unit(s) of competencies g. Understanding of the principles of adult learning and competency-based training as applied to target group h. Knowledge of training delivery methods/strategies i. Sources of assistance for participants requiring language or other particular training support j. Requirements for compliance with copyright law for resources used in training k. Awareness of language, literacy and numeracy (LLN) issues and principles in the context of training and assessment, including the integration of LLN with technical training l. Ability to: <ul style="list-style-type: none"> l.1. apply competency in unit(s) of competency relevant to the training program l.2. design and/or customise effective learning resources l.3. facilitate group and individual learning in specific contexts l.4. design activities and tasks to facilitate learning in specific contexts l.5. plan own work including predicting consequences and identifying improvements l.6. use appropriate language, literacy and numeracy skills required to: <ul style="list-style-type: none"> l.6.1. present information in a clear, logical and coherent manner l.6.2. present technical information using language which mirrors the language used to perform the task or skill in the relevant work context l.6.3. adjust spoken and written language to suit audience l.6.4. employ interaction strategies and techniques (e.g. probing questioning, active listening and constructive feedback) to encourage participation l.6.5. prepare learning resources and materials using language and layout features to suit intended audience l.7. use communication skills appropriate to the culture of the workplace and the individual(s) l.8. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to deliver training sessions, and/or a.2. deliver training sessions in an appropriate range of contexts b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Evidence Guide (continued)

DELIVER TRAINING SESSIONS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. delivering training sessions a.2. producing the required documentation a.3. producing resources for the specific training contexts a.4. determining training methods for the specific contexts <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the delivery of training sessions b.3. relevant guidelines relating to the use of any required equipment used in the training process b.4. housekeeping procedures b.5. environmental protection procedures <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</p> <p>c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</p> <p>d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</p> <p>e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to record training data and review training.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Record training data	<ul style="list-style-type: none"> a. Details of training program and target group's competency attainment are recorded in accordance with the training system requirements and securely stored b. Training records are made available to authorised persons and training participants at the required times, as specified in the training system recording and reporting policy documents
2. Evaluate training	<ul style="list-style-type: none"> a. Training is evaluated against identified needs and goals of the training program b. Feedback on the training program is sought from training participants and appropriate personnel c. Training participants are encouraged to evaluate how progress towards achieving competency was enhanced by the training sessions d. Trainer's performance is reviewed against: <ul style="list-style-type: none"> d.1. program goals d.2. the Assessment and Workplace Training Competency Standards d.3. training participants' comments d.4. training participants' competency attainment e. Results of the evaluation are used to improve current and future training f. Suggestions are made for improving any aspect of the recording procedure
3. Report on training	<ul style="list-style-type: none"> a. Reports on outcomes of the training sessions are developed and distributed to appropriate personnel

Range Of Variables

REVIEW TRAINING

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of routine procedures to the review of training activities
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Training program may include: <ul style="list-style-type: none"> b.1. a collection of training activities to develop competencies. Clients provide the approvals for expenditure of training resources. Target group is the group for whom training is available and may include: <ul style="list-style-type: none"> b.1.1. employee groups (e.g. particular classification or work area, female employees) b.1.2. groups or individuals with special training and/or recognition needs c. Training may be: <ul style="list-style-type: none"> c.1. on the job c.2. in a simulated setting c.3. in a training organisation c.4. in a combination of locations to suit the units of competency being developed and/or assessed c.5. in a single site or a multi-site operation c.6. a combination of the above d. Clients may include: <ul style="list-style-type: none"> d.1. a department/division d.2. a work area d.3. an enterprise or organisation e. Client needs may include: <ul style="list-style-type: none"> e.1. increased productivity e.2. increased enterprise profitability e.3. attainment of specified industry or enterprise competencies e.4. achievement of community priorities e.5. achievement of government priorities f. Characteristics of participants may include: <ul style="list-style-type: none"> f.1. language, literacy and numeracy needs f.2. cultural language and education background f.3. educational background or general knowledge f.4. gender f.5. age f.6. physical ability f.7. previous experience with the topic f.8. experience in training and assessment f.9. level of confidence, nervousness or anxiety

Range Of Variables (continued)

REVIEW TRAINING

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Training system may be developed by:</p> <ul style="list-style-type: none"> g.1. the industry g.2. the enterprise g.3. the training organisation g.4. a combination of the above <p>h. Reports on training may be:</p> <ul style="list-style-type: none"> h.1. on a pro forma or template h.2. written h.3. verbal h.4. combination of the above <p>i. Training evaluation may include:</p> <ul style="list-style-type: none"> i.1. affective (e.g. satisfaction with the program) i.2. cognitive (e.g. knowledge or skill gain) i.3. performance or behaviour (e.g. absenteeism from work, productivity) <p>j. Appropriate personnel may include:</p> <ul style="list-style-type: none"> j.1. trainers/teachers and assessors j.2. team leaders/supervisors/managers/employers j.3. participant/employee/learner j.4. technical experts (e.g. language and literacy coordinators) j.5. government regulatory bodies j.6. union/employee representatives j.7. consultative committees j.8. users of training information such as training providers, employers, human resource departments j.9. State/Territory Training/Recognition Authorities <p>k. Record systems may be:</p> <ul style="list-style-type: none"> k.1. paper-based k.2. computer-based systems using magnetic or optical storage k.3. combination of both paper and computer-based systems <p>l. Training session may involve:</p> <ul style="list-style-type: none"> l.1. theory l.2. demonstration l.3. or a combination of the two <p>m. Training programs may involve:</p> <ul style="list-style-type: none"> m.1. enterprise-based delivery m.2. provider-based delivery: m.3. fee for service m.4. local, State or national curriculum m.5. community-based delivery m.6. school-based delivery m.7. international programs m.8. combination of the above <p>n. Variables for achieving competency may include:</p> <ul style="list-style-type: none"> n.1. participant characteristics n.2. resources (time, location, space, people and costs) n.3. language, literacy and numeracy issues

Range Of Variables (continued)

REVIEW TRAINING

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>o. Training delivery methods may include:</p> <ul style="list-style-type: none"> o.1. face to face o.2. distance o.3. lock step, partly self paced, all self paced o.4. trainer centred, participant centred o.5. real time, time independent o.6. place dependent, place independent o.7. interactive (e.g. audio or video conferencing, computer assisted, discussion) <p>p. Training materials may include:</p> <ul style="list-style-type: none"> p.1. non-endorsed components of an industry Training Package p.2. work books p.3. workshop guides p.4. background reading materials/documents p.5. handouts p.6. industry/enterprise competency standards p.7. supportive policies and legislation <p>q. Training support may come from:</p> <ul style="list-style-type: none"> q.1. technical and subject experts (including particular subject and language and literacy specialists) q.2. language and literacy specialists q.3. team leaders/supervisors/managers/employers q.4. specific enterprises q.5. assessment/training partners q.6. trainers/teachers and assessors q.7. training and assessment coordinators <p>r. Practice opportunities may be:</p> <ul style="list-style-type: none"> r.1. on the job r.2. off the job but located in participant's workplace r.3. off the job in a special demonstration area r.4. off the job in external training room r.5. work/field placements r.6. job rotation r.7. or a combination of the above
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. training review procedures a.3. induction documentation a.4. competency standards and related assessment and training materials a.5. relevant legislative and regulatory requirements a.6. award, enterprise bargaining agreement, other industrial arrangements a.7. standards and certification requirements a.8. quality assurance standards and procedures

Range Of Variables (continued)

REVIEW TRAINING

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Legislation, codes and national standards relevant to the workplace may include: a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

REVIEW TRAINING

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. produce documentation in relation to:</p> <p>a.1.1. evaluation reports in accordance with performance criteria (trainer, trainees and appropriate personnel)</p> <p>a.1.2. training and assessment records</p> <p>a.1.3. reports on the outcomes of the training sessions and training program</p> <p>a.1.4. plans for current and future training programs and activities</p> <p>a.1.5. promotional materials/reports</p> <p>a.1.6. costs incurred</p> <p>a.2. carry out the following processes:</p> <p>a.2.1. process and rationale for selecting the evaluation methods</p> <p>a.2.2. gathering and acting upon evaluation information</p> <p>a.2.3. presenting the report on training sessions/programs to appropriate personnel</p> <p>a.2.4. maintaining records and keeping them confidential and secure</p>
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<p>a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination</p> <p>b. Knowledge of standards of relevant industry or enterprise competency standards and assessment guidelines</p> <p>c. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context</p> <p>d. Policies and procedures relating to the organisation's training system including those requirements for recording and maintaining confidential, secure and accurate records</p> <p>e. Evaluation and review methodologies including those that produce qualitative and quantitative data</p> <p>f. Knowledge of the Training Package on Assessment and Workplace Training</p> <p>g. Awareness of language, literacy and numeracy (LLN) issues and principles in the context of training and assessment, including the integration of LLN with technical training</p> <p>h. Ability to:</p> <p>h.1. establish criteria to evaluate training programs</p> <p>h.2. adapt and use training record systems for formative and summative assessment</p> <p>h.3. plan own work including predicting consequences and identifying improvements</p>

Evidence Guide (continued)

REVIEW TRAINING

<p>3. Required knowledge and skills (continued)</p>	<p>h.4. use appropriate language, literacy and numeracy skills required to:</p> <ul style="list-style-type: none"> h.4.1. collect, organise and analyse data h.4.2. prepare reports, questionnaires and promotional material h.4.3. present qualitative and quantitative data in a clear and coherent manner h.4.4. use probing questioning and active listening techniques to seek feedback on training h.4.5. adjust spoken and written language to suit audience <p>h.5. use communication skills appropriate to the culture of the workplace and the individual(s)</p> <p>h.6. apply cultural understanding in the context of training and assessment</p> <p>h.7. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to review training, and/or a.2. review training in an appropriate range of workplace contexts <p>b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out the required training review processes a.2. producing the required documentation a.3. producing review tool(s) for the specific assessment context a.4. producing a review procedure for the specific context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the review of training activities b.3. relevant guidelines relating to the use of any required equipment used in the assessment process <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>

Evidence Guide (continued)

REVIEW TRAINING

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation
 - b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
 - c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
 - d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
 - e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required for planning an assessment in a specific context. The unit details the requirements for determining evidence requirements, selecting appropriate assessment methods and developing an assessment tool in a specific context.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Establish evidence required for a specific context	<ul style="list-style-type: none"> a. The evidence required to infer competency from the industry/enterprise competency standards, or other standards of performance, is established for a specified context b. Relevant unit(s) of competency is read and interpreted accurately to identify the evidence required c. Specified evidence requirements assure valid and reliable inferences of competency, authenticate the performance of the person being assessed and confirm that competency is current d. Sufficient evidence is specified to show consistent achievement of the specified standards e. The cost of gathering the required evidence is established
2. Establish suitable assessment method(s)	<ul style="list-style-type: none"> a. Assessment methods are selected which are appropriate for gathering the type and amount of evidence required b. Opportunities to consolidate evidence gathering activities are identified c. Allowable adjustments in the assessment method are proposed to cater for the characteristics of the person(s) being assessed
3. Develop assessment tools appropriate to a specific assessment context	<ul style="list-style-type: none"> a. An assessment tool is developed to gather valid, reliable and sufficient evidence for a specific assessment context b. The assessment tool is designed to mirror the language used to demonstrate the competency in a specific context c. Clear instructions (spoken or written) are prepared including any adjustments which may be made to address the characteristics of the person(s) being assessed d. The assessment tool is checked to ensure flexible, fair, safe and cost-effective assessment to occur

4. Trial assessment procedure
- a. Assessment methods and tools are trialed with an appropriate sample of people to be assessed
 - b. Evaluation of the methods and tools used in the trial provides evidence of clarity, reliability, validity, fairness, cost effectiveness and ease of administration
 - c. Appropriate adjustments are made to improve the assessment method and tools in light of the trial
 - d. Assessment procedures, including evidence requirements, assessment methods and tools, are ratified with appropriate personnel in the industry/enterprise and/or training organisation where applicable

Range Of Variables

PLAN ASSESSMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of the routine procedures to the planning of assessment activities
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Assessment system may be developed by: <ul style="list-style-type: none"> b.1. the industry through the endorsed component of Training Packages Assessment Guidelines b.2. the enterprise b.3. a Registered Training Organisation b.4. a combination of the above c. The assessment system should specify the following: <ul style="list-style-type: none"> c.1. the purpose of assessment c.2. competencies required of assessors c.3. record keeping procedures and policies c.4. any allowable adjustments to the assessment method which may be made c.5. the appeal/review mechanisms and procedures c.6. the review and evaluation of the assessment process c.7. the linkages between assessment and training qualifications/awards c.8. employee classification c.9. remuneration c.10. progression c.11. relevant policies c.12. quality assurance mechanisms c.13. apportionment of costs/fees (if applicable) c.14. marketing/promotion of assessment c.15. verification arrangements c.16. auspicing or partnership arrangements, if applicable d. Specific assessment context may be determined by: <ul style="list-style-type: none"> d.1. the purpose of the assessment such as to: <ul style="list-style-type: none"> d.1.1. gain a particular qualification or a licence d.1.2. determine employee classification d.1.3. recognise prior learning/current competencies d.1.4. identify training needs or progress d.2. the location of the assessment such as: <ul style="list-style-type: none"> d.2.1. on the job or off the job d.2.1. combination of both d.3. the assessment guidelines of Training Package or other assessment requirements

Range Of Variables (continued)

PLAN ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>e. Characteristics of persons being assessed may include:</p> <ul style="list-style-type: none"> e.1. language, literacy and numeracy needs e.2. cultural, language and educational background e.3. gender e.4. physical ability e.5. level of confidence, nervousness or anxiety e.6. age e.7. experience in training and assessment e.8. previous experience with the topic <p>f. Appropriate personnel may include:</p> <ul style="list-style-type: none"> f.1. assessors f.2. person(s) being assessed f.3. employee/union representatives f.4. consultative committees f.5. users of assessment information such as training providers, employers, human resource departments f.6. State/Territory training/recognition authorities f.7. training and assessment coordinators f.8. relevant managers/supervisors/team leaders f.9. technical specialists <p>g. Appropriate procedure:</p> <ul style="list-style-type: none"> g.1. the assessment procedure is developed (and endorsed) by person(s) responsible for the implementation of the assessment process in: <ul style="list-style-type: none"> g.1.1. the industry g.1.2. the enterprise g.1.3. the training organisation g.1.4. a combination of the above g.2. the assessment procedure should specify the following: <ul style="list-style-type: none"> g.2.1. recording procedure g.2.2. appeal/review mechanism g.2.3. assessment methods to be used g.2.4. instructions/materials to be provided to the person(s) being assessed g.2.5. criteria for making decisions of competent, or not yet competent g.2.6. number of assessors g.2.7. assessment tools g.2.8. evidence required g.2.9. location of assessment g.2.10. timing of assessment g.2.11. assessment group size g.3. allowable adjustments to the assessment procedure depending on the characteristics of the person being assessed

Range Of Variables (continued)

PLAN ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Assessment methods may include:</p> <ul style="list-style-type: none"> h.1. direct observation of performance, products, practical tasks, projects and simulation exercises h.2. review of log books and/or portfolios of evidence h.3. consideration of third party reports and authenticated prior achievements h.4. written, oral or computer managed questioning h.5. these methods may be used in combination in order to provide sufficient evidence to make a judgement <p>i. Assessment tools may include:</p> <ul style="list-style-type: none"> i.1. specific instructions to be given relating to the performance of practical tasks or processes or simulation exercises i.2. specific instructions to be given in relation to the production of projects and exercises i.3. sets of verbal/written/computer based questions to be asked i.4. performance checklists i.5. log books i.6. descriptions of competent performance i.7. a number of these tools may be used in combination in order to provide enough evidence to make judgements <p>j. Assessment environment and resources to be considered include:</p> <ul style="list-style-type: none"> j.1. time j.2. location j.3. personnel j.4. finances/costs j.5. equipment j.6. materials j.7. OHS requirements j.8. enterprise/industry standard operating procedures <p>k. Allowable adjustments may include:</p> <ul style="list-style-type: none"> k.1. provision of personal support services (e.g. Auslan interpreter, reader, interpreter, attendant carer, scribe) k.2. use of adaptive technology or special equipment (e.g. word processor or lifting gear) k.3. design of shorter assessment sessions to allow for fatigue or medication k.4. use of large print version of any papers
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. induction documentation a.3. competency standards and related assessment and training materials a.4. relevant legislative and regulatory requirements a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. standards and certification requirements a.7. quality assurance standards and procedures

Range Of Variables (continued)

PLAN ASSESSMENT

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Legislation, codes and national standards relevant to the workplace which may include:<ul style="list-style-type: none">a.1. award and enterprise agreements and relevant industrial instrumentsa.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discriminationa.3. relevant industry codes of practice

PLAN ASSESSMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. produce documentation in relation to: <ul style="list-style-type: none"> a.1.1. the specific assessment context, including the purpose of assessment a.1.2. the features of the assessment system a.1.3. the characteristics of the person(s) being assessed a.1.4. the required evidence of competency a.1.5. the plan of opportunities for gathering the evidence required a.1.6. the assessment methods selected including any allowable adjustments to meet characteristics of person(s) being assessed a.2. produce an assessment tool(s) for the specific assessment context which ensures valid, reliable, flexible and fair assessment including any allowable adjustments a.3. produce an assessment procedure for the specific context a.4. carry out the following processes: <ul style="list-style-type: none"> a.4.1. specifying the context of assessment a.4.2. identifying the characteristics of the person(s) being assessed a.4.3. selecting a particular assessment method (including the reasons for the selection) a.4.4. planning the assessment to ensure that language, literacy and numeracy issues are taken into consideration a.4.5. evaluating evidence in terms of validity, authenticity, sufficiency, currency and consistent achievement of the specified standard a.4.6. developing the assessment tool for the specified context a.4.7. arranging the validation and ratification of the assessment tool by appropriate personnel
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination b. Knowledge of standards of performance including industry or enterprise competency standards and assessment guidelines c. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context d. Understanding of the assessment principles of reliability, validity, fairness, flexibility, authenticity, sufficiency and consistency e. Knowledge of the Assessment Guidelines of the Training Package Assessment and Workplace Training

Evidence Guide (continued)

PLAN ASSESSMENT

<p>3. Required knowledge and skills (continued)</p>	<p>f. Ability to:</p> <ul style="list-style-type: none"> f.1. apply various assessment methods relevant to workplace context f.2. plan own work including predicting consequences and identifying improvements f.3. use appropriate language, literacy and numeracy skills required to: <ul style="list-style-type: none"> f.3.1. read and interpret relevant information to plan assessment f.3.2. give clear and precise information/instructions in spoken or written form f.3.3. adjust spoken and written language to suit target audience f.3.4. write assessment tools using language which mirrors the language used to demonstrate the competency in the specific context f.3.5. prepare required documentation using clear and comprehensible language and layout f.3.6. calculate and estimate costs f.4. use communication skills appropriate to the culture of the workplace and the individual(s) f.5. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to plan assessment, and/or a.2. plan assessment in an appropriate range of workplace contexts b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. carrying out the required assessment planning processes a.2. producing the required documentation a.3. producing an assessment tool(s) for the specific assessment context a.4. producing an assessment procedure for the specific context b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the coordination of quality customer services b.3. relevant guidelines relating to the use of any required equipment used in the assessment process c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Evidence Guide (continued)

PLAN ASSESSMENT

5. Consistency in performance (continued)	<ul style="list-style-type: none"> e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	2

DESCRIPTION:

This unit involves the skills and knowledge required for planning an assessment in a specific context. The unit details the requirements for determining evidence requirements, selecting appropriate assessment methods and developing an assessment tool in a specific context.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Identify and explain the context of assessment	<ul style="list-style-type: none"> a. The context and purpose of assessment are discussed and confirmed with the person(s) being assessed b. The relevant performance standards to be used in the assessment (e.g. current endorsed competency standards for the specific industry) are clearly explained to the person being assessed c. The assessment procedure is clarified and expectations of assessor and candidate are agreed d. Any legal and ethical responsibilities associated with the assessment are explained to the person(s) being assessed e. The needs of the person being assessed are determined to establish any allowable adjustments in the assessment procedure f. Information is conveyed using language and interactive strategies and techniques to communicate effectively with the person(s) being assessed
2. Plan evidence gathering opportunities	<ul style="list-style-type: none"> a. Opportunities to gather evidence of competency, which occurs as part of workplace or training activities, are identified covering the dimensions of competency b. The need to gather additional evidence which may not occur as part of the workplace or training activities are identified c. Evidence gathering activities are planned to provide sufficient, reliable, valid and fair evidence of competency in accordance with the assessment procedure
3. Organise assessment	<ul style="list-style-type: none"> a. The resources specified in the assessment procedure are obtained and arranged within a safe and accessible assessment environment b. Appropriate personnel are informed of the assessment c. Spoken interactions and any written documents employ language and strategies and techniques to ensure the assessment arrangements are understood by all person(s) being assessed and appropriate personnel

4 Gather evidence	<ul style="list-style-type: none"> a. Verbal and non-verbal language is adjusted and strategies are employed to promote a supportive assessment environment to gather evidence b. The evidence specified in the assessment procedure is gathered, using the assessment methods and tools c. Evidence is gathered in accordance with specified allowable adjustments where applicable d. The evidence gathered is documented in accordance with the assessment procedure
5. Make the assessment decision	<ul style="list-style-type: none"> a. The evidence is evaluated in terms of validity, authenticity, sufficiency, currency, and consistent achievement of the specified standard b. The evidence is evaluated according to the dimensions of competency: task skills, task management skills, contingency management skills, job/role environment skill, and transfer and application of knowledge and skills to new contexts c. Guidance is sought, when in doubt, from a more experienced assessor(s) d. The assessment decision is made in accordance with the criteria specified in the assessment procedure
6. Record assessment results	<ul style="list-style-type: none"> a. Assessment results are recorded accurately in accordance with the specified record keeping requirements b. Confidentiality of assessment outcome is maintained and access to the assessment records is provided only to authorised personnel
7. Provide feedback to persons being assessed	<ul style="list-style-type: none"> a. Clear and constructive feedback in relation to performance is given to the person(s) being assessed using language and strategies to suit the person(s) including guidance on further goals/training opportunities is provided to the person(s) being assessed b. Opportunities for overcoming any gaps in competency, as revealed by the assessment, are explored with the person(s) being assessed c. The person(s) being assessed is advised of available reassessment opportunities and/or review appeal mechanisms where the assessment decision is challenged
8. Report on the conduct of the assessment t	<ul style="list-style-type: none"> a. Positive and negative features experienced in conducting the assessment are reported to those responsible for the assessment procedure b. Any assessment decision disputed by the person(s) being assessed is recorded and reported promptly to those responsible for the assessment procedure c. Suggestions for improving any aspect of the assessment process are made to appropriate personnel

Range Of Variables

CONDUCT ASSESSMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of the assessment principles and procedures to the conduct of assessment activities
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Assessment system may be developed by: <ul style="list-style-type: none"> b.1. the industry through the endorsed component of Training Packages Assessment Guidelines b.2. the enterprise b.3. a Registered Training Organisation b.4. a combination of the above c. The assessment system should specify the following: <ul style="list-style-type: none"> c.1. the purpose of assessment c.2. competencies required of assessors c.3. record keeping procedures and policies c.4. any allowable adjustments to the assessment method which may be made c.5. the appeal/review mechanisms and procedures c.6. the review and evaluation of the assessment process c.7. the linkages between assessment and training qualifications/awards c.8. employee classification c.9. remuneration c.10. progression c.11. relevant policies c.12. quality assurance mechanisms c.13. apportionment of costs/fees (if applicable) c.14. marketing/promotion of assessment c.15. verification arrangements c.16. auspicing or partnership arrangements, if applicable d. Specific assessment context may be determined by: <ul style="list-style-type: none"> d.1. the purpose of the assessment such as to: <ul style="list-style-type: none"> d.1.1. gain a particular qualification or a licence d.1.2. determine employee classification d.1.3. recognise prior learning/current competencies d.1.4. identify training needs or progress d.2. the location of the assessment such as: <ul style="list-style-type: none"> d.2.1. on the job or off the job d.2.1. combination of both d.3. the assessment guidelines of Training Package or other assessment requirements

Range Of Variables (continued)

CONDUCT ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>e. Characteristics of persons being assessed may include:</p> <ul style="list-style-type: none"> e.1. language, literacy and numeracy needs e.2. cultural, language and educational background e.3. gender e.4. physical ability e.5. level of confidence, nervousness or anxiety e.6. age e.7. experience in training and assessment e.8. previous experience with the topic <p>f. Appropriate personnel may include:</p> <ul style="list-style-type: none"> f.1. assessors f.2. person(s) being assessed f.3. employee/union representatives f.4. consultative committees f.5. users of assessment information such as training providers, employers, human resource departments f.6. State/Territory training/recognition authorities f.7. training and assessment coordinators f.8. relevant managers/supervisors/team leaders f.9. technical specialists <p>g. Appropriate procedure:</p> <ul style="list-style-type: none"> g.1. the assessment procedure is developed (and endorsed) by person(s) responsible for the implementation of the assessment process in: <ul style="list-style-type: none"> g.1.1. the industry g.1.2. the enterprise g.1.3. the training organisation g.1.4. a combination of the above g.2. the assessment procedure should specify the following: <ul style="list-style-type: none"> g.2.1. recording procedure g.2.2. appeal/review mechanism g.2.3. assessment methods to be used g.2.4. instructions/materials to be provided to the person(s) being assessed g.2.5. criteria for making decisions of competent, or not yet competent g.2.6. number of assessors g.2.7. assessment tools g.2.8. evidence required g.2.9. location of assessment g.2.10. timing of assessment g.2.11. assessment group size g.3. allowable adjustments to the assessment procedure depending on the characteristics of the person being assessed

Range Of Variables (continued)

CONDUCT ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Assessment methods may include:</p> <ul style="list-style-type: none"> h.1. direct observation of performance, products, practical tasks, projects and simulation exercises h.2. review of log books and/or portfolios of evidence h.3. consideration of third party reports and authenticated prior achievements h.4. written, oral or computer managed questioning h.5. these methods may be used in combination in order to provide sufficient evidence to make a judgement <p>i. Assessment tools may include:</p> <ul style="list-style-type: none"> i.1. specific instructions to be given relating to the performance of practical tasks or processes or simulation exercises i.2. specific instructions to be given in relation to the production of projects and exercises i.3. sets of verbal/written/computer based questions to be asked i.4. performance checklists i.5. log books i.6. descriptions of competent performance i.7. a number of these tools may be used in combination in order to provide enough evidence to make judgements <p>j. Assessment environment and resources to be considered include:</p> <ul style="list-style-type: none"> j.1. time j.2. location j.3. personnel j.4. finances/costs j.5. equipment j.6. materials j.7. OHS requirements j.8. enterprise/industry standard operating procedures <p>k. Allowable adjustments may include:</p> <ul style="list-style-type: none"> k.1. provision of personal support services (e.g. Auslan interpreter, reader, interpreter, attendant carer, scribe) k.2. use of adaptive technology or special equipment (e.g. word processor or lifting gear) k.3. design of shorter assessment sessions to allow for fatigue or medication k.4. use of large print version of any papers <p>l. Recording procedures may include:</p> <ul style="list-style-type: none"> l.1. forms designed for the specific assessment result (paper or electronic) l.2. checklists for recording observations/process used (paper or electronic) l.3. combination of the above <p>m. Assessment reporting requirements may include:</p> <ul style="list-style-type: none"> m.1. final assessments which record the unit(s) of competency in terms of code, title and endorsement date m.2. summative assessment reports, where issued, which indicate units of competency where additional learning is required <p>N.B. statutory and legislative requirements for maintaining records may vary in States/Territories</p>

Range Of Variables (continued)

CONDUCT ASSESSMENT

VARIABLE	SCOPE
3. Sources of information/documents	a. Information/documents may include: <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. induction documentation a.3. competency standards and related assessment and training materials a.4. relevant legislative and regulatory requirements a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. standards and certification requirements a.7. quality assurance standards and procedures
4. Applicable regulations and legislation	a. Legislation, codes and national standards relevant to the workplace which may include: <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

CONDUCT ASSESSMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and collect/produce the following products: <ul style="list-style-type: none"> a.1.1. description of the assessment context, including the purpose of assessment a.1.2. the relevant competency or other performance standard and assessment procedure used a.1.3. description of how evidence gathered is valid, authentic, sufficient, fair and reliable to ensure competency a.1.4. conduct of assessment in accordance with competency requirements a.1.5. recording of the assessment results in accordance with the specified assessment procedure and record keeping requirements a.1.6. report on the conduct of the assessment, including positive and negative features and suggestions for improving any aspect of the assessment process a.2. carry out the following processes: <ul style="list-style-type: none"> a.2.1. seeking agreement with the person(s) being assessed on the conduct of the assessment a.2.2. identifying opportunities to gather evidence as part of workplace or training activities a.2.3. gathering evidence in accordance with the assessment procedure a.2.4. ensuring that the evidence gathering activity covered the dimensions of competency a.2.5. arranging resources according to the assessment procedure a.2.6. consulting appropriate personnel a.2.7. gathering evidence in accordance with allowable adjustments to the assessment method where applicable a.2.8. evaluating evidence in terms of validity, authenticity, sufficiency, currency and consistent achievement of the specified standard a.2.9. conducting the assessment in such a manner to ensure that: <ul style="list-style-type: none"> a.2.9.1. all arrangements and activities were understood by all parties a.2.9.2. the person was put at ease and the supportive assessment environment was created a.2.9.3. language, literacy and numeracy issues were taken into consideration a.2.10. providing constructive feedback to the person(s) being assessed including instances of not yet competent a.2.11. providing guidance to person(s) being assessed on how to overcome gaps in competency revealed
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>

CONDUCT ASSESSMENT

<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination b. Knowledge of relevant standards of performance including industry or enterprise competency standards and assessment guidelines c. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context d. Understanding of the assessment principles of reliability, validity, fairness, flexibility, authenticity, sufficiency and consistency e. Knowledge of the Assessment Guidelines of the Training Package Assessment and Workplace Training f. Ability to: <ul style="list-style-type: none"> f.1. apply various assessment methods relevant to workplace context f.2. plan own work including predicting consequences and identifying improvements f.3. use appropriate language, literacy and numeracy skills required to: <ul style="list-style-type: none"> f.3.1. read and interpret relevant information to plan assessment f.3.2. give clear and precise information/instructions in spoken or written form f.3.3. adjust spoken and written language to suit target audience f.3.4. prepare required documentation using clear and comprehensible language and layout f.4. ask probing questions and listen strategically to understand responses of the person being assessed f.5. seek additional information for clarification purposes f.6. use verbal and non-verbal language to promote a supportive assessment environment f.7. use language of negotiation and conflict resolution to minimise conflict f.8. use communication skills appropriate to the culture of the workplace and the individual(s) f.9. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to conduct assessment, and/or a.2. conduct assessment in an appropriate range of workplace contexts b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Evidence Guide (continued)

CONDUCT ASSESSMENT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out the required assessment planning processes a.2. producing the required documentation a.3. producing an assessment tool(s) for the specific assessment context a.4. producing an assessment procedure for the specific context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the coordination of quality customer services b.3. relevant guidelines relating to the use of any required equipment used in the assessment process b.4. housekeeping procedures b.5. environmental protection procedures <p>c. Action is taken promptly to respond to and/or report any assessment problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</p> <p>c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</p> <p>d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</p> <p>e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	2	2	3

DESCRIPTION:

This unit involves the skills and knowledge required to review assessment procedures in a specific context.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Review the assessment procedure(s)</p>	<ul style="list-style-type: none"> a. Appropriate personnel are given the opportunity to review the assessment outcomes and procedure using agreed evaluation criteria b. The review process established by the enterprise, industry or registered training organisation is followed c. The assessment procedure(s) is reviewed at a specified site in cooperation with person(s) being assessed, and any appropriate personnel in the industry/enterprise/training establishment and/or any agency identified under legislation d. Review activities are documented, findings are substantiated and the review approach evaluated
<p>2. Check consistency of assessment decision</p>	<ul style="list-style-type: none"> a. Evidence from a range of assessments is checked for consistency across the dimensions of competency b. Evidence is checked against the key competencies c. Consistency of assessment decisions with defined performance standards are reviewed and discrepancies and inconsistencies are noted and acted upon
<p>3. Report review findings</p>	<ul style="list-style-type: none"> a. Recommendations are made to appropriate personnel for modifications to the assessment procedure(s) in light of the review outcomes b. Records are evaluated to determine whether the needs of appropriate personnel have been met c. Effective contributions are made to system-wide reviews of the assessment process and feedback procedures and are reviewed

Range Of Variables

REVIEW ASSESSMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of the routine procedures to the review of assessment activities
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Assessment system may be developed by: <ul style="list-style-type: none"> b.1. the industry b.2. the enterprise b.3. a Registered Training Organisation b.4. a combination of the above c. The assessment system should specify the following: <ul style="list-style-type: none"> c.1. the purpose of assessment c.2. competencies required of assessors c.3. record keeping procedures and policies c.4. any allowable adjustments to the assessment method which may be made c.5. the appeal/review mechanisms and procedures c.6. the review and evaluation of the assessment process c.7. the linkages between assessment and training qualifications/awards c.8. employee classification c.9. remuneration c.10. progression c.11. relevant policies c.12. quality assurance mechanisms c.13. apportionment of costs/fees (if applicable) c.14. marketing/promotion of assessment c.15. verification arrangements c.16. auspicing or partnership arrangements, if applicable d. Specific assessment context may be determined by: <ul style="list-style-type: none"> d.1. the purpose of the assessment such as to: <ul style="list-style-type: none"> d.1.1. gain a particular qualification or a licence d.1.2. determine employee classification d.1.3. recognise prior learning/current competencies d.1.4. identify training needs or progress d.2. the location of the assessment such as: <ul style="list-style-type: none"> d.2.1. on the job or off the job d.2.1. combination of both d.3. the assessment guidelines of Training Package or other assessment requirements d.4. features of assessment system

Range Of Variables (continued)

REVIEW ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>e. Evaluation criteria in review process should include:</p> <ul style="list-style-type: none"> e.1. number of persons being assessed e.2. duration of the assessment procedure e.3. organisational constraints within which assessors must operate e.4. occupational health and safety factors e.5. relationship of the assessor to other appropriate personnel in the assessment process e.6. frequency of assessment procedure e.7. budgetary restraints e.8. information needs of government and other regulatory bodies e.9. support needs and professional development needs of assessors e.10. characteristics of persons being assessed e.11. human resource management implications e.12. consistency of assessment decisions e.13. levels of flexibility in the assessment procedure e.14. fairness of the assessment procedure e.15. efficiency and effectiveness of the assessment procedure e.16. difficulties encountered during the planning and conduct of the assessment e.17. motivation of the person(s) being assessed e.18. location and resource suitability e.19. reliability, validity, fairness and flexibility of the assessment tool(s) e.20. relevance of assessment to specified context e.21. grievances/challenges to the assessment decision by the person(s) being assessed or their supervisor/manager/employer e.22. ease of administration e.23. access and equity considerations e.24. practicability <p>f. Characteristics of persons being assessed may include:</p> <ul style="list-style-type: none"> f.1. language, literacy and numeracy needs f.2. cultural, language and educational background f.3. educational background or general knowledge f.4. gender f.5. physical ability f.6. level of confidence, nervousness or anxiety f.7. age f.8. previous experience with the topic f.9. experience in training and assessment f.10. work organisation or roster <p>g. Appropriate personnel may include:</p> <ul style="list-style-type: none"> g.1. assessors g.2. person(s) being assessed g.3. employee/union representatives g.4. consultative committees g.5. users of assessment information such as training providers, employers, human resource departments g.6. State/Territory training/recognition authorities g.7. training and assessment coordinators g.8. relevant managers/supervisors/team leaders g.9. technical specialists

Range Of Variables (continued)

REVIEW ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Appropriate procedure:</p> <p>h.1. the assessment procedure is developed (and endorsed) by person(s) responsible for the implementation of the assessment process in:</p> <p>h.1.1. the industry</p> <p>h.1.2. the enterprise</p> <p>h.1.3. the training organisation</p> <p>h.1.4. a combination of the above</p> <p>h.2. the assessment procedure should specify the following:</p> <p>h.2.1. recording procedure</p> <p>h.2.2. appeal/review mechanism</p> <p>h.2.3. assessment methods to be used</p> <p>h.2.4. instructions/materials to be provided to the person(s) being assessed</p> <p>h.2.5. criteria for making decisions of competent, or not yet competent</p> <p>h.2.6. number of assessors</p> <p>h.2.7. assessment tools</p> <p>h.2.8. evidence required</p> <p>h.2.9. location of assessment</p> <p>h.2.10. timing of assessment</p> <p>h.2.11. assessment group size</p> <p>h.3. allowable adjustments to the assessment procedure depending on the characteristics of the person being assessed</p> <p>i. Assessment methods may include:</p> <p>i.1. direct observation of performance, products, practical tasks, projects and simulation exercises</p> <p>i.2. review of log books and/or portfolios of evidence</p> <p>i.3. consideration of third party reports and authenticated prior achievements</p> <p>i.4. written, oral or computer managed questioning</p> <p>i.5. these methods may be used in combination in order to provide sufficient evidence to make a judgement</p> <p>j. Assessment tools may include:</p> <p>j.1. specific instructions to be given relating to the performance of practical tasks or processes or simulation exercises</p> <p>j.2. specific instructions to be given in relation to the production of projects and exercises</p> <p>j.3. sets of verbal/written/computer based questions to be asked</p> <p>j.4. performance checklists</p> <p>j.5. log books</p> <p>j.6. descriptions of competent performance</p> <p>j.7. a number of these tools may be used in combination in order to provide enough evidence to make judgements</p>

Range Of Variables (continued)

REVIEW ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Assessment environment and resources to be considered include:</p> <ul style="list-style-type: none"> k.1. time k.2. location k.3. personnel k.4. finances/costs k.5. equipment k.6. materials k.7. OHS requirements k.8. enterprise/industry standard operating procedures <p>l. Allowable adjustments may include:</p> <ul style="list-style-type: none"> l.1. provision of personal support services (e.g. Auslan interpreter, reader, interpreter, attendant carer, scribe) l.2. use of adaptive technology or special equipment (e.g. word processor or lifting gear) l.3. design of shorter assessment sessions to allow for fatigue or medication l.4. use of large print version of any papers
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. induction documentation a.3. competency standards and related assessment and training materials a.4. relevant legislative and regulatory requirements a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. standards and certification requirements a.7. quality assurance standards and procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Legislation, codes and national standards relevant to the workplace which may include:</p> <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

REVIEW ASSESSMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. produce documentation in relation to: <ul style="list-style-type: none"> a.1.1. process for the review of the assessment procedure(s) a.1.2. a report on the review of the operations and outcomes of the assessment procedure(s) including substantiation of findings and any recommendations for modification a.1.3. the characteristics of the person(s) being assessed a.1.4. the required evidence of competency a.1.5. the plan of opportunities for gathering the evidence required a.1.6. the assessment methods selected including any allowable adjustments to meet characteristics of person(s) being assessed a.2. carry out the following processes: <ul style="list-style-type: none"> a.2.1. implementing the review process for evaluating the assessments in the enterprise, industry or organisation a.2.2. explaining the rationale for the chosen particular review/evaluation methodologies a.2.3. seeking cooperation and input from the person(s) assessed and appropriate personnel as part of the review
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination b. Knowledge of the review process established by the industry, enterprise or training organisation c. Knowledge of evaluation methodologies relevant to the assessment context d. Knowledge of standards of performance including industry or enterprise competency standards and assessment guidelines e. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context f. Understanding of the assessment principles of reliability, validity, fairness, flexibility, authenticity, sufficiency and consistency g. Knowledge of relevant organisational policies and procedures of the workplace and/or job role

Evidence Guide (continued)

REVIEW ASSESSMENT

<p>3. Required knowledge and skills (continued)</p>	<p>h. Ability to:</p> <ul style="list-style-type: none"> h.1. apply various assessment review methods relevant to the workplace context h.2. plan review activities including predicting consequences and identifying improvements h.3. use appropriate language, literacy and numeracy skills required to: <ul style="list-style-type: none"> h.3.1. read and review procedures h.3.2. participate in discussions and listen strategically to evaluate information critically h.3.3. gather, select and organise findings from a number of sources h.3.4. document findings in summary form, graphs or tables h.3.5. present findings in a short report to relevant personnel h.3.6. make recommendations based on findings h.3.7. determine cost effectiveness h.4. use communication skills appropriate to the culture of the workplace and the individual(s) h.5. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to review assessment, and/or a.2. review assessment in an appropriate range of workplace contexts <p>b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out the required assessment review processes a.2. producing the required documentation and reports a.3. producing a review tool(s) for the specific assessment context a.4. producing a review procedure for the specific context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the review of assessment b.3. relevant guidelines relating to the use of any required equipment used in a reviews of an assessment process b.4. environmental protection procedures <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>

Evidence Guide (continued)

REVIEW ASSESSMENT

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation
 - b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
 - c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
 - d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
 - e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to develop an assessment procedure for a target group, including determining evidence requirements and selecting appropriate assessment methods to be used by assessors.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Establish evidence requirements	<ul style="list-style-type: none"> a. The purpose of the assessment and the target group to be assessed is identified and confirmed with stakeholders b. The type of evidence required to infer competency is established and the process of interpreting and recording the evidence is established and documented c. Evidence requirements are specified to assure coverage of the key components of competency d. Evidence requirements are specified to assure: <ul style="list-style-type: none"> d.1. validity d.2. currency d.3. authenticity d.4. sufficiency e. Where additional levels of competence are used, criteria for making judgements for different levels of competency are defined f. Links to existing relevant assessment system(s) are defined, including: <ul style="list-style-type: none"> f.1. recording and reporting requirements f.2. appropriate personnel and requirements for receiving information about the assessment f.3. appeal process f.4. quality assurance mechanisms g. Any additional review mechanisms are identified and documented h. The reporting formats for the assessment process and recording of outcomes are designed i. The development, implementation and review costs of the assessment procedure are estimated

<p>2. Identify assessment methods</p>	<ul style="list-style-type: none"> a. The context and location of assessments are described and specified b. The facilities and physical resources needed to conduct assessments are identified and documented c. A range of assessment methods for gathering evidence in relation to the competencies to be assessed are evaluated for: <ul style="list-style-type: none"> c.1. type and amount of evidence required c.2. validity c.3. reliability c.4. fairness c.5. cost effectiveness c.6. administration ease c.7. the characteristics of the target group d. The number of assessors and any required supports to implement the assessment process are determined e. The instructions for the persons being assessed are drafted f. The assessment method(s) to be used are selected and allowable adjustments are proposed to cater for characteristics of persons being assessed g. The required evidence of competency to be demonstrated or supplied by the persons being assessed h. The instructions for interpreting the evidence and making a decision of competence are documented i. Descriptions of likely performances are established and verified with appropriate personnel j. Other related competencies are identified for inferring full or partial competence from the evidence gathered k. The rules for verifying assessment decisions are determined l. Any limits, variations or restrictions on the assessment tools are specified
<p>3. Identify potential available assessment tools</p>	<ul style="list-style-type: none"> a. Available assessment tools appropriate to evidence required to infer competency are identified and evaluated in relation to applicability for the: <ul style="list-style-type: none"> a.1. characteristics of persons being assessed a.2. assessment contexts a.3. assessors b. A panel of specialists is convened to critique tools for: <ul style="list-style-type: none"> b.1. reliability b.2. validity b.3. fairness b.4. relevance to the workplace context b.5. content accuracy b.6. ease of use b.7. cost effectiveness b.8. appropriateness of language b.9. avoidance of bias c. Adjustments to the tools and methods are made to ensure applicability to the context, competencies and characteristics of persons being assessed

<p>4. Trial the assessment methods and tools</p>	<ul style="list-style-type: none"> a. The tools and assessment method are trialed with a sample from the target group b. Allowable adjustments to the assessment method and tools are drafted c. Assessors (if required) are trained to administer the assessment tools in a consistent manner d. Assessment tools and methods are administered to the target sample e. Responses from the target sample and the assessors are compiled and analysed f. The appropriateness of the assessment method and the ease of use and language level of the assessment tools are determined g. Improvements and changes to the assessment tools are made where necessary
<p>5. Document assessment procedures</p>	<ul style="list-style-type: none"> a. Any influences that may affect (bias) the assessment decision are identified and documented b. Any allowable adjustments to the assessment methods and tools to meet the characteristics of persons being assessed are documented c. The criteria for making decisions of competent or not yet competent are reviewed, and if necessary, adjusted d. The assessment procedure(s) and administration instructions are documented

Range Of Variables

DEVELOP ASSESSMENT PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of assessment principles and procedures to the development of assessment procedures
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Stakeholders may include: <ul style="list-style-type: none"> b.1. industry/professional/trade associations b.2. trainers/teachers and assessors b.3. team leaders/managers/employers b.4. training and assessment coordinators b.5. participants/employees/learners b.6. technical/subjects experts including language, literacy and numeracy specialists b.7. government regulatory bodies b.8. union/employee representatives b.9. consultative committees b.10. relevant industry training advisory bodies b.11. funding bodies b.12. State/Territory Training/Recognition Authorities c. Target group may include: <ul style="list-style-type: none"> c.1. an enterprise c.2. a department/division c.3. a job role/occupation c.4. an industry sector c.5. a professional association c.6. a trade c.7. community sector c.8. government organisation d. Purpose of assessment may include: <ul style="list-style-type: none"> d.1. diagnosing performance d.2. classifying an employee d.3. confirming an employee's competency for the purpose of career advancement/job level d.4. awarding a qualification d.5. providing a statement of attainment d.6. confirming progress in competency acquisition/learning d.7. recognising prior learning or current competencies e. Type of evidence may include: <ul style="list-style-type: none"> e.1. indirect e.2. direct e.3. supplementary e.4. combination of the above

Range Of Variables (continued)

DEVELOP ASSESSMENT PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Evidence might be interpreted using a range of reference frames. These may include:</p> <ul style="list-style-type: none"> f.1. criterion referenced frames f.2. linkages of evidence to competency standards f.3. prediction of workplace performance <p>g. Characteristics of persons being assessed:</p> <ul style="list-style-type: none"> g.1. language, literacy and numeracy levels g.2. cultural and language background g.3. educational background or general knowledge g.4. physical ability g.5. work organisation or roster g.6. age g.7. gender g.8. experience in assessment g.9. level of confidence, nervousness or anxiety g.10. previous experience with topic <p>h. Appropriateness of evidence types may include:</p> <ul style="list-style-type: none"> h.1. cost effectiveness h.2. practicability h.3. flexibility h.4. communication skills of person(s) being assessed h.5. assessment experience and characteristics of persons being assessed <p>i. Assessment methods may include combinations of:</p> <ul style="list-style-type: none"> i.1. direct observation of performance or product i.2. practical tasks i.3. projects i.4. written/oral/computer-based questioning i.5. simulation exercise(s) i.6. consideration of third party reports and self and peer assessment i.7. authenticated prior achievements <p>j. Allowable adjustment to assessment methods/tools may include:</p> <ul style="list-style-type: none"> j.1. provision of support services (e.g. Auslan interpreter, reader, interpreter, attendant carer, scribe) j.2. use of special equipment (e.g. word processor or lifting gear) j.3. adaptive technology j.4. shorter assessment to allow for fatigue or medication j.5. use of large print version of any papers <p>k. Specialist panel may include:</p> <ul style="list-style-type: none"> k.1. technical specialists k.2. language, literacy and numeracy specialists k.3. assessment specialists k.4. management and enterprise representatives k.5. industry representatives k.6. union/employee representatives k.7. potential and past candidates

Range Of Variables (continued)

DEVELOP ASSESSMENT PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>l. Operational constraints may include:</p> <ul style="list-style-type: none"> l.1. time available for assessment l.2. relative cost of evidence gathering strategies l.3. availability of assessors l.4. availability of experts in the technical area to be assessed l.5. availability of persons being assessed because of matters such as work organisation l.6. geographical location of persons being assessed <p>m. Record systems may include:</p> <ul style="list-style-type: none"> m.1. paper-based systems m.2. computer-based systems using magnetic or optical storage m.3. combination of both paper and computer-based systems <p>NB: statutory and legislative requirements for maintaining records may vary in States/Territories</p> <p>n. The assessment system may be developed (and endorsed) by:</p> <ul style="list-style-type: none"> n.1. the industry n.2. the enterprise n.3. the training organisation n.4. a combination of the above <p>o. The assessment system should specify the following:</p> <ul style="list-style-type: none"> o.1. the purpose of assessment o.2. competencies required of assessors o.3. record keeping procedures and policies o.4. any allowable adjustments to the assessment method o.5. the appeal/review mechanisms and procedures o.6. the review and evaluation of the assessment process o.7. the linkages between assessment and training qualifications/awards, employee classification, remuneration, progression o.8. relevant policies o.9. quality assurance mechanisms o.10. apportionment of costs/fees (if applicable) o.11. marketing/promotion of assessment o.12. verification arrangements o.13. auspicing and/or partnership arrangements, if applicable <p>p. Assessment procedure should include:</p> <ul style="list-style-type: none"> p.1. recording procedure p.2. appeal/review mechanism p.3. assessment methods to be used p.4. number of assessors p.5. assessment tools p.6. evidence required p.7. location of assessment p.8. timing of assessment p.9. assessment group size p.10. allowable adjustments to assessment methods and tools

Range Of Variables (continued)

DEVELOP ASSESSMENT PROCEDURES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. guidelines and policies for developing assessment procedures a.3. induction documentation a.4. competency standards and related assessment and training materials a.5. relevant legislative and regulatory requirements a.6. award, enterprise bargaining agreement, other industrial arrangements a.7. standards and certification requirements a.8. quality assurance standards and procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Legislation, codes and national standards relevant to the workplace may include:</p> <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

DEVELOP ASSESSMENT PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. produce documentation in relation to:</p> <p>a.1.1. a description of the stakeholders, target group, the purpose of assessment</p> <p>a.1.2. a description of the competencies to be assessed and evidence required to infer competency</p> <p>a.1.3. documentation on steps taken to develop the assessment procedures, including the trialing of assessment methods and tools in accordance with performance criteria</p> <p>a.1.4. documented assessment procedures</p> <p>a.2. carry out the following processes:</p> <p>a.2.1. determining and consulting with the target group and stakeholders</p> <p>a.2.2. process and rationale for selecting particular assessment methods and tools</p> <p>a.2.3. trialing of assessment methods and tools</p> <p>a.2.4. process for the involvement of other persons in the development of the assessment procedure including:</p> <p>a.2.4.1. the panels of specialists that reviewed the materials– their roles and responsibilities</p> <p>a.2.4.2. the characteristics of the candidates that piloted the tasks and provided feedback in detail</p> <p>a.2.4.3. the characteristics of the trial sample</p>
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<p>a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination</p> <p>b. Knowledge of relevant industry/enterprise Training Packages, competency or other performance standards</p> <p>c. Knowledge of assessment methods, their purposes and uses</p> <p>d. Knowledge in the development and modification of assessment tools for a defined group of competencies, assessment contexts and to meet the characteristics of persons being assessed</p> <p>e. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context</p> <p>f. Knowledge of compliance requirements for copyright and other regulatory requirements</p>

Evidence Guide (continued)

DEVELOP ASSESSMENT PROCEDURES

<p>3. Required knowledge and skills (continued)</p>	<p>g. Ability to:</p> <ul style="list-style-type: none"> g.1. apply assessment methods and tools to elicit evidence, in a relevant context, from target group g.2. identify and correctly use relevant equipment, processes and procedures g.3. plan own work including predicting consequences and identifying improvements g.4. use appropriate language, literacy and numeracy skills required to comprehend sources of information and to prepare required documentation g.5. use communication skills appropriate to the culture of the workplace and the individual(s) g.6. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop assessment procedures, and/or a.2. develop assessment procedures in an appropriate range of workplace contexts <p>b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out the required development of assessment procedures a.2. producing the required documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the development of assessment procedures b.3. relevant guidelines relating to the use of any required equipment used in the assessment process <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>

DEVELOP ASSESSMENT PROCEDURES

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation
 - b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
 - c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
 - d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
 - e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to select, develop, validate and document new assessment tools to be used by assessors.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify the context for the assessment tool</p>	<p>a. The purpose of the assessment, the target group and the competency or other standard of performance to be assessed are identified</p> <p>b. Evidence required to infer competency is identified</p> <p>c. Assessment methods are evaluated to establish requirements of assessment tools, particularly:</p> <ul style="list-style-type: none"> c.1. resources and requirements for the assessment tools c.2. assessment location and context c.3. administration ease c.4. the characteristics of the target group <p>d. Requirements of the assessment system in relation to the assessment tools are identified:</p> <ul style="list-style-type: none"> d.1. storage and security of documentation d.2. appropriate personnel and differing needs for receiving information about the assessment tools d.3. evaluation and review process d.4. quality assurance mechanisms <p>e. Development, implementation and review plans costs of the assessment tools development are estimated</p> <p>f. A plan for the development of the assessment tools is prepared</p>
<p>2. Draft assessment tools in accordance with plan</p>	<p>a. Assessment tools are designed to assess the relevant competencies using appropriate:</p> <ul style="list-style-type: none"> a.1. format a.2. language, numeracy requirements a.3. visual representation and where appropriate sound a.4. question and activity types a.5. media a.6. sequence of activities a.7. choice in activities <p>b. Assessment tools require the person being assessed to demonstrate the components of competency</p>

<p>2. Draft assessment tools in accordance with plan (continued)</p>	<p>c. The assessment tools are checked for the following characteristics:</p> <ul style="list-style-type: none"> c.1. reliability c.2. validity c.3. fairness c.4. relevance to the workplace context c.5. content accuracy c.6. ease of use c.7. cost effectiveness c.8. avoidance of bias c.9. testing the required scope of the competencies <p>d. Adjustments to the tools and procedures are made as required</p>
<p>3. Develop instructions for assessment tools</p>	<p>a. The instructions for the persons to be assessed are drafted</p> <p>b. The instructions for administering each assessment tool are drafted to include the resources needed to conduct the assessment and the context for the use of the tools</p> <p>c. Evidence of competency to be demonstrated is documented and incorporated in the assessment tools</p> <p>d. Allowable adjustments identified in the assessment procedures are noted and included in the instructions</p> <p>e. The rules for verifying assessment decisions are identified and any limits, variations or restrictions on the assessment tools are specified</p>
<p>4. Pilot the assessment tools</p>	<p>a. The tools are piloted with a small sample selected across the range of the target group</p> <p>b. Feedback from sample target group individuals and others involved in administering the pilot is used to establish appropriate amendments to the assessment tools, particularly in relation to:</p> <ul style="list-style-type: none"> b.1. ease of use b.2. language and other literacy/numeracy requirements in terms of the relevant competencies b.3. appropriateness for the assessment context and competencies b.4. costs/time effectiveness for candidates and assessors <p>c. Improvements and changes to the assessment tools are made where necessary</p>
<p>5. Validate assessment tools</p>	<p>a. An adequate sample of the target group to be assessed is selected</p> <p>b. Assessors are trained (if required) to administer the assessment tools in a consistent manner</p> <p>c. The assessment tools are administered to the target sample responses compiled and analysed assessment tools are modified according to the findings</p> <p>d. Any influences that may affect (bias) the assessment decision are identified and documented</p>
<p>6. Finalise assessment tools</p>	<p>a. Validated and appropriately amended tools are incorporated in assessment procedure(s)</p> <p>b. Documentation in paper and/or electronic form is filed in appropriate secure, accessible locations</p>

Range Of Variables

DEVELOP ASSESSMENT TOOLS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of assessment principles and procedures to the development of assessment tools
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Target group may include: <ul style="list-style-type: none"> b.1. an enterprise b.2. a department/division b.3. a job role/occupation b.4. an industry sector b.5. a professional association b.6. a trade b.7. a community organisation b.8. a government organisation c. Purpose of assessment may include: <ul style="list-style-type: none"> c.1. diagnosing performance c.2. classifying an employee c.3. confirming an employee's competence for the purpose of career advancement/job level c.4. awarding a qualification c.5. providing a statement of attainment c.6. confirming progress in competency acquisition/learning c.7. recognising prior learning or current competencies d. Type of evidence may include: <ul style="list-style-type: none"> d.1. direct d.2. indirect d.3. supplementary d.4. combination of the above e. Evidence might be interpreted using a range of reference frames including: <ul style="list-style-type: none"> e.1. criterion referenced frames e.2. linkages of evidence to competency standards e.3. prediction of workplace performance f. Appropriateness of evidence types includes: <ul style="list-style-type: none"> f.1. cost effectiveness f.2. practicability f.3. communication skills of person(s) being assessed f.4. assessment experience and special needs of person(s) being assessed

Range Of Variables (continued)

DEVELOP ASSESSMENT TOOLS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Components of competency include:</p> <ul style="list-style-type: none"> g.1. task skills g.2. task management skills g.3. contingency management skills g.4. job/role environment skills g.5. transfer and application of skills and knowledge to new contexts <p>h. The assessment system may be developed (and endorsed) by:</p> <ul style="list-style-type: none"> h.1. the industry h.2. the enterprise h.3. the Registered Training Organisation h.4. a combination of the above <p>i. The assessment system should specify the following:</p> <ul style="list-style-type: none"> i.1. the purpose of assessment i.2. competencies required of assessors i.3. record keeping procedures and policies i.4. any allowable adjustments to the assessment method which are to be made for the person being assessed who has special needs i.5. the appeal/review mechanisms and procedures i.6. the review and evaluation of the assessment process i.7. the linkages between assessment and training qualifications/awards, employee classification, remuneration, progression i.8. relevant policies i.9. quality assurance mechanisms i.10. apportionment of costs/fees (if applicable) i.11. marketing/promotion of assessment i.12. verification arrangements i.13. auspicing and/or partnership arrangements, if applicable <p>j. Allowable adjustment to assessment tools include:</p> <ul style="list-style-type: none"> j.1. provision of support services (e.g. Auslan interpreter, reader, interpreter, attendant carer, scribe) j.2. use of special equipment (e.g. word processor or lifting gear) j.3. adaptive technology j.4. shorter assessment to allow for fatigue or medication j.5. use of large print version of any papers <p>k. Assessment methods may include combinations of:</p> <ul style="list-style-type: none"> k.1. direct observation of performance or product k.2. practical tasks k.3. projects k.4. written/oral/computer-based questioning k.5. simulation exercise(s) k.6. consideration of third party reports and self and peer assessment k.7. authenticated prior achievements <p>l. Operational constraints may include:</p> <ul style="list-style-type: none"> l.1. time available for assessment l.2. relative cost of evidence gathering strategies l.3. availability of assessors l.4. availability of experts in the vocational area to be assessed l.5. availability of person(s) being assessed because of matters such as rosters, shift work l.6. geographical location of person(s) being assessed

Range Of Variables (continued)

DEVELOP ASSESSMENT TOOLS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. procedures for the development of assessment tools a.3. induction documentation a.4. competency standards, and related assessment and training materials a.5. relevant legislative and regulatory requirements a.6. award, enterprise bargaining agreement, other industrial arrangements a.7. standards and certification requirements a.8. quality assurance standards and procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Legislation, codes and national standards relevant to the workplace may include:</p> <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

DEVELOP ASSESSMENT TOOLS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. produce documentation in relation to: <ul style="list-style-type: none"> a.1.1. a plan for the development of the assessment tool(s) a.1.2. assessment tools and related instructions in final format–this should be a useable tool together with a set of instructions for assessors and the person being assessed a.1.3. a report on the piloting of the assessment tools including any changes proposed and made a.2. carry out the following processes: <ul style="list-style-type: none"> a.2.1. identifying the target group a.2.2. preparing the plan for the development of the assessment tools a.2.3. ensuring the assessment tools meet the components of competency for the target group a.2.4. validating the assessment tools a.2.5. incorporating the finalised assessment tools in assessment procedure(s)
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<p>a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination</p> <p>b. Knowledge of relevant Training Packages, competency or other standards</p> <p>c. Knowledge of different methodology for developing assessment tools</p> <p>d. Compliance requirements for copyright and other regulatory requirements</p> <p>e. Ability to:</p> <ul style="list-style-type: none"> e.1. apply evaluation methodology particularly in relation to trialing assessment tools e.2. plan own work including predicting consequences and identifying improvements e.3. use appropriate language, literacy and numeracy skills required to collect and interpret relevant information and communicate with stakeholders and appropriate personnel e.4. apply relevant workplace policies and procedures and any related legislation or regulatory requirements e.5. use communication skills appropriate to the culture of the workplace and the individual(s) e.6. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop assessment tools, and/or a.2. develop assessment tools in an appropriate range of workplace contexts

Evidence Guide (continued)

DEVELOP ASSESSMENT TOOLS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out the required assessment tool development processes a.2. producing the required documentation a.3. producing assessment tool(s) for the specific assessment context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the development of assessment tools b.3. relevant guidelines relating to the use of any required equipment used in the assessment process b.4. housekeeping procedures b.5. environmental protection procedures <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</p> <p>c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</p> <p>d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</p> <p>e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge to follow security procedures in accordance with workplace requirements, including checking seals on containers or packages, taking appropriate action to reseal or dispose of packages and empty containers, securing pillage and high value goods, recording delivery of cargo, and dealing with and writing reports on security incidents and/or emergencies.

ELEMENT	PERFORMANCE CRITERIA
1. Check seals on containers or packages	<ul style="list-style-type: none"> a. Seals are checked to ensure that they are intact prior to commencement of unstuffing or unpacking operations b. Damaged seals are reported in accordance with workplace operational procedures and statutory authority regulations
2. Take action to reseal or dispose of packages and empty containers	<ul style="list-style-type: none"> a. Completion of unpacking/unstuffing operations is in accordance with workplace procedures and regulatory requirements b. Entry/exit to or from work area is checked and recorded c. Personnel and/or vehicles are checked in accordance with site operational procedures and statutory authority regulations to prevent unlawful entry into secured area and/or to prevent unlawful removal of goods (and cargo) d. Entry/exit is recorded in accordance with site operational procedures
3. Secure pillage and high value goods	<ul style="list-style-type: none"> a. Pillageable and high value goods are secured within specified location in accordance with workplace operational procedures and statutory authority regulations in accordance with workplace security procedures b. Any breaches of security requirements are reported promptly to designated personnel in accordance with workplace procedures
4. Record delivery of cargo	<ul style="list-style-type: none"> a. Delivery of cargo from depot is recorded in accordance with workplace documentation procedures
5. Deal with and write reports on security incidents/emergencies	<ul style="list-style-type: none"> a. Security incidents/emergencies are dealt with following statutory authority regulations and site operational procedures b. Written reports of incidents/emergencies communicate intended message in accordance with workplace requirements

Range Of Variables

FOLLOW SECURITY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning security procedures during transfer of cargo/freight b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to ensure that appropriate security procedures are followed when transferring cargo as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Security procedures for high value goods may include: <ul style="list-style-type: none"> e.1. marks/numbers identified and recorded e.2. goods to be secured are tallied e.3. storage location matches product characteristics including fire risks, weather damage or requirements of workplace e.4. shortages and damage are reported f. Recording procedures for the delivery of cargo may include: <ul style="list-style-type: none"> f.1. carrier and vehicle registration f.2. cargo, including marks/numbers f.3. cargo documentation f.4. number of pallets f.5. gate pass and time of exit g. Documentation may include: <ul style="list-style-type: none"> g.1. export receival advice g.2. customs clearance g.3. gate pass/VMO clearance h. Authorised personnel seeking entry to terminal/wharf may include: <ul style="list-style-type: none"> h.1. carriers h.2. customs h.3. officers of the Australian Quarantine and Inspection Service h.4. port authority h.5. shipping agents h.6. stevedoring employees h.7. ships crew h.8. union representatives h.9. contractors i. Containers/cargo identified by marks, numbers and quantities j. Reports may be verbal and/or written

Range Of Variables (continued)

FOLLOW SECURITY PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Hazards in the work area may include exposure to:</p> <ul style="list-style-type: none"> k.1. chemicals k.2. dangerous or hazardous substances k.3. movements of equipment, goods, materials and vehicular traffic <p>l. Personal protection equipment may include:</p> <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. protective clothing l.6. high visibility clothing <p>m. Communication in the work area may include:</p> <ul style="list-style-type: none"> m.1. phone m.2. fax m.3. email m.4. electronic data transfer (EDI) m.5. RF systems m.6. radio m.7. oral, aural or signed communications <p>n. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> n.1. company procedures n.2. enterprise procedures n.3. organisational procedures n.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to the secure transfer of cargo a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

Range Of Variables (continued)

FOLLOW SECURITY PROCEDURES

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for the transfer of cargo/freighta.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. licence, patent or copyright arrangementsa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. marine ordersa.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

FOLLOW SECURITY PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. check seals on containers or packages a.2. take actions to reseal or dispose of packages and empty containers a.3. secure pillage and high value goods a.4. record delivery of cargo a.5. deal with and write reports on security incidents/emergencies a.6. locate, interpret and apply relevant information a.7. provide customer/client service and work effectively with others a.8. convey information in written and/or oral form a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the security arrangements during the transfer of cargo/freight b. Relevant OHS and environmental protection procedures and guidelines c. Workplace security procedures and policies when transferring cargo/freight d. Focus of operation of work systems, equipment, management and site operating systems for the secure transfer of cargo/freight e. Security problems that may occur when transferring cargo/freight and appropriate action that can be taken to resolve/avoid the problems f. Site layout and operating procedures g. Types of hazardous cargo and special handling procedures h. The marking and numbering systems for cargo i. Relevant bond, quarantine or other legislative requirements j. Ability to: <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when maintaining security during the transfer of cargo/freight j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. read and interpret instructions, procedures and labels relevant to the secure transfer of cargo/freight j.4. identify cargo, container and goods, coding, ADG/IMDG markings and where applicable emergency information panels j.5. receive, acknowledge and send messages with available communications equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to follow security procedures, and/or a.2. follow security procedures during the transfer of cargo/freight in an appropriate range of operational workplace situations

Evidence Guide (continued)

FOLLOW SECURITY PROCEDURES

5.	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. checking seals on containers or packages a.2. taking action to reseal or dispose of packages and empty containers a.3. securing pillage and high value goods a.4. recording delivery of cargo a.5. dealing with and writing reports on security incidents/emergencies a.6. locating, interpreting and applying relevant information a.7. providing customer/client service and working effectively with others a.8. conveying information in written and/or oral form a.9. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements pertaining to security arrangements during the transfer of cargo b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) b.3. workplace security procedures and instructions b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report any accidents, emergencies or security incidents in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to undertake loading and unloading of cash-in-transit in a designated secured environment, including selecting loading site, undertaking load transfer, and completing required transfer documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Select loading site	<ul style="list-style-type: none"> a. Plans of site access, exit points and key physical features are identified b. Site for goods transfer is selected in accordance with security plan and with due regard for own safety, safety of security team, members of the public and consignment c. Loading site(s) mandated by customer and/or specific loading and unloading requirements are identified and assessed for accessibility and security d. Alternative sites are identified where pre-determined site is assessed as inappropriate e. Proposed changes to loading site(s) are referred to management personnel and authorisation sought where appropriate
2. Undertake load transfer	<ul style="list-style-type: none"> a. Permission to enter and exit loading area (where required) is obtained in accordance with enterprise procedures b. Security procedures, including positioning of personnel, travelling across public areas, and carrying/loading techniques, are undertaken in accordance with operational plan and regulatory requirements c. Contingency plans are identified and confirmed with other team members d. The environment is constantly monitored to maintain a safe working environment e. Goods are identified and details are verified and checked for conformity with manifest f. Non-conforming consignments are documented and reported in accordance with enterprise procedures g. Load characteristics are identified and considered when determining appropriate loading and unloading procedures h. Load handling demonstrates compliance with (any) loading regulations and workplace safety requirements i. Consignment is delivered/stored and secured in accordance with operational plan, enterprise procedures and regulatory requirements

3. Complete transfer documentation
 - a. Details of consignment delivery are verified by client or client representative
 - b. Transfer documentation is completed in accordance with enterprise procedures

Range Of Variables

UNDERTAKE LOADING AND UNLOADING IN A DESIGNATED SECURED ENVIRONMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant sections of the regulations of the relevant State Territory authorities concerned with the secure delivery of valuables, secured products, documents and materials b. Work is performed under general supervision c. Work involves the application of the basic principles, routine procedures and regulatory requirements to the transfer of cash in transit in designated secured environments
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Hazards may include: <ul style="list-style-type: none"> c.1. vehicular and pedestrian traffic c.2. firearm handling c.3. persons with felonious intent c.4. uneven ground, steps, road surfaces c.5. contamination of, or from, materials being handled c.6. dust and vapours c.7. hazardous or dangerous materials c.8. humidity, air temperature d. Consultative processes may involve: <ul style="list-style-type: none"> d.1. clients d.2. private security personnel d.3. public sector security personnel d.4. police d.5. security consultants d.6. other employees and supervisors d.7. management d.8. other professional or technical staff e. Consignment risk may include: <ul style="list-style-type: none"> e.1. staff fidelity e.2. other theft e.3. loss through negligence f. Communication in the work area may include: <ul style="list-style-type: none"> f.1. mobile and fixed phones f.2. radio f.3. oral, aural or signed communications

Range Of Variables (continued)

UNDERTAKE LOADING AND UNLOADING IN A DESIGNATED SECURED ENVIRONMENT

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> g. Security systems/devices may include: <ul style="list-style-type: none"> g.1. two key safes g.2. ATM vaults g.3. surveillance cameras g.4. VCRs g.5. alarm systems g.6. access control systems g.7. time delay devices h. Secured environment may be on or off normal site of operations i. Security arrangements are varied in line with workplace policies and procedures j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures k. Personal protection equipment may include: <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. firearms k.4. two-way radios
3. Sources of information documents	<ul style="list-style-type: none"> a. Information documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. job specifications a.3. relevant manufacturer's specifications a.4. competency standards and training materials a.5. supplier and/or client instructions a.6. material safety data sheets a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. State Territory OHS regulations and legislation, including manual handling regulations a.2. relevant Australian Standards and certification requirements a.3. relevant State Territory privacy legislation a.4. relevant State Territory firearms legislation a.5. licensing and permits for firearms and security occupations a.6. licensing requirements for driving and carrying particular classes of goods a.7. relevant State Territory road rules and traffic acts

UNDERTAKE LOADING AND UNLOADING IN A DESIGNATED SECURED ENVIRONMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess suitability of loading site in relation to security requirements and type of load a.2. estimate weight and dimensions of load and any special requirements a.3. select appropriate equipment and work systems a.4. identify job and site hazards and plan work to minimise risks a.5. determine (any) required permits a.6. use appropriate communication strategies and equipment a.7. follow workplace procedures a.8. locate, interpret and apply relevant information a.9. maintain enterprise records and documentation a.10. identify and safely handle equipment and goods a.11. apply hierarchy of control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State /Territory permit and licence regulations and requirements b. OHS and procedures and guidelines concerning the lifting and movement of loads c. Risks hazards when transferring cash-in-transit and related precautions to control the risk d. Operational procedures for identification of security risks e. Contingency planning relating to managing and controlling security risks f. Requirements for approved work procedures and relevant equipment g. Housekeeping standards procedures required in the workplace h. Ability to identify and correctly use equipment, processes and procedures i. Ability to plan own work including predicting consequences and identifying improvements j. Ability to apply relevant agreements, codes of practice or other legislative requirements k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to safely use correct manual handling techniques
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to transfer cash-in-transit in designated secured environments, and/or a.2. transfer cash-in-transit in an appropriate range of designated secured environments

UNDERTAKE LOADING AND UNLOADING IN A DESIGNATED SECURED ENVIRONMENT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. assessing suitability of loading site in relation to security requirements and type of load a.2. estimating weight and dimensions of load and any special requirements a.3. selecting appropriate equipment and work systems a.4. identifying job and site hazards and planning work to minimise risks a.5. determining (any) required permits a.6. using appropriate communication strategies and equipment a.7. following workplace procedures a.8. locating, interpreting and applying relevant information a.9. maintaining enterprise records and documentation a.10. identifying and safely handling equipment and goods a.11. applying hierarchy of control <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. establishing effective working relationships with colleagues b.2. maintaining confidentiality of customers, workplace operations, equipment and materials carried b.3. applying codes of practice, hazard policies and procedures b.4. following procedures and work instructions b.5. following guidelines relating to the safe use of equipment b.6. applying quality assurance procedures (where existing) b.7. following security procedures <p>c. Action is taken promptly to report any accidents, incidents or potential difficulties transfer of cash in transit in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to conduct safety and hazard control procedures for transferring explosives and dangerous/specialised goods, including clarifying movements of hazardous or high risk goods; implementing safety and hazard control procedures for loading, unloading or goods movement activities; and reviewing and completing goods transfer operations.

ELEMENT	PERFORMANCE CRITERIA
1. Clarify movements of dangerous, hazardous or high risk goods	<ul style="list-style-type: none"> a. Schedule details, nature of risk, special precautions and procedures are clarified with line managers or supervisory staff b. Information is collected/checked against workplace procedures and relevant regulatory framework c. Activities requiring special approvals or workplace procedure changes are identified and approvals obtained d. Safety and hazard control procedures are communicated to relevant parties
2. Implement safety and hazard control procedures for loading, unloading or goods movement activities	<ul style="list-style-type: none"> a. Transfer operations are conducted in accordance with workplace procedures and relevant legislation b. Advice is provided to relevant emergency response groups (internal and/or external) or other affected personnel or contractors c. Procedures to control movement of equipment and personnel within the goods movement area affected by the risks are implemented d. Safety and hazard control procedures are monitored and maintained with action taken to modify procedures where necessary (in accordance with scope of authority) e. Goods are moved within relevant workplace procedures and statutory regulations
3. Review and complete goods transfer operation	<ul style="list-style-type: none"> a. Completed activities are checked against operational plan b. Relevant documentation is completed c. Specialised equipment used for the process is maintained and stored d. Worksite is checked and returned to operational status

Range Of Variables

CONDUCT CONTROL PROCEDURES FOR TRANSFERRING EXPLOSIVES AND DANGEROUS/SPECIALISED GOODS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant State/Territory regulations concerning the transport of the explosives and dangerous/specialised goods concerned b. Work is performed under general supervision c. Work involves the application of routine procedures and relevant regulatory requirements to the transfer of explosives and dangerous goods/specialised goods/materials as part of transport operations
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. 'Vehicle' refers to all applicable transportation modes f. Transfer of explosives and dangerous/specialised goods may require special precautions and handling procedures as specified by the manufacturer g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. hazardous or dangerous materials g.2. contamination of, or from, materials being handled g.3. noise, light, energy sources g.4. stationary and moving machinery, parts or components g.5. service lines g.6. spills, leakages, ruptures g.7. dust/vapours g.8. ignition sources h. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. mask or respirator i.5. high visibility clothing j. Load restraint systems are as detailed in the National Load Restraint Guide k. Transport documentation may include: <ul style="list-style-type: none"> k.1. Initial Emergency Response Guide k.2. Emergency Procedure Guide k.3. descriptions for explosives and dangerous/specialised goods (i.e. class, shipping name, UN number, ADG declarations, material safety data sheets, etc.)

Range Of Variables (continued)

CONDUCT CONTROL PROCEDURES FOR TRANSFERRING EXPLOSIVES AND DANGEROUS/SPECIALISED GOODS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>i. Requirements for work may include:</p> <ul style="list-style-type: none"> i.1. site restrictions and procedures i.2. use of safety and personal protection equipment i.3. communications equipment i.4. specialised lifting and/or handling equipment i.5. incident breakdown procedures i.6. additional gear and equipment i.7. noise restrictions i.8. hours of operation i.9. authorities and permits i.10. ADG declarations <p>m. Consultative processes may involve may involve:</p> <ul style="list-style-type: none"> m.1. other employees and supervisors m.2. suppliers, potential customers and existing clients m.3. management and union representatives m.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff <p>n. Communication in the work area may include:</p> <ul style="list-style-type: none"> n.1. phone n.2. electronic data interchange n.3. fax n.4. e-mail n.5. Internet n.6. radio n.7. oral, aural or signed communications <p>o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures o.5. site procedures <p>p. Safety equipment on vehicle may include:</p> <ul style="list-style-type: none"> p.1. fire extinguishers p.2. portable warning devices p.3. eye wash kit

Range Of Variables (continued)

CONDUCT CONTROL PROCEDURES FOR TRANSFERRING EXPLOSIVES AND DANGEROUS/SPECIALISED GOODS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. Safe Working Load (SWL) and Working Load Limit (WLL) a.2. manifests, bar codes, goods and product identification a.3. manufacturer's specifications, instructions and labelling advice including material safety data sheets a.4. workplace procedures and policies for the transfer of dangerous/specialised goods a.5. goods identification numbers and codes, including IMDG markings and HAZCHEM signs a.6. supplier and/or client instructions a.7. operations manuals, job specifications and induction documentation a.8. competency standards and training materials a.9. codes of practice including the Australian Dangerous Goods Code, Australian Explosives Code, relevant Australian Standards and the Industry Safety Code a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory mass and loading regulations a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. relevant Australian Standards for the types of the explosives and dangerous/specialised goods concerned a.4. relevant State/Territory environmental protection legislation a.5. relevant State/Territory OHS legislation

CONDUCT CONTROL PROCEDURES FOR TRANSFERRING EXPLOSIVES AND DANGEROUS/SPECIALISED GOODS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess operational suitability of equipment and vehicles pertinent to transfer of explosives or dangerous/specialised goods a.2. estimate weight and dimensions of load and any special handling requirements a.3. select appropriate equipment and work systems to enable safe, efficient work a.4. identify hazards and implement safety and hazard control procedures and requirements to minimise risks when transferring explosives and dangerous/specialised goods a.5. determine (any) required permits a.6. use appropriate communication strategies and equipment a.7. locate, interpret and apply relevant information a.8. maintain workplace records and documentation a.9. identify and safely handle equipment and goods a.10. apply hierarchy of hazard control
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory mass and loading and other relevant regulations, codes and permit requirements as they apply to the transfer of explosives and dangerous/specialised goods b. OHS and procedures and guidelines concerning the transfer of explosives and dangerous/specialised goods c. Risks when transferring explosives and dangerous/specialised goods and related precautions to control the risk d. Workplace procedures and policies for the transfer of explosives and dangerous/specialised goods e. Equipment applications, capacities, configurations, safety hazards and control mechanisms f. Housekeeping standards procedures required in the workplace g. Methods of securing a vehicle following loading of explosives and dangerous/specialised goods h. Relevant permit and licence requirements i. Ability to identify and correctly use equipment required to load explosives and dangerous/specialised goods j. Ability to modify activities depending on differing workplace contexts, risk situations and environments k. Ability to read and comprehend simple statements in English l. Ability to identify goods coding, ADG and IMDG markings and where applicable emergency information panels m. Ability to estimate the mass, volume and special handling requirements of a load n. Ability to identify, select and use personal protection equipment

CONDUCT CONTROL PROCEDURES FOR TRANSFERRING EXPLOSIVES AND DANGEROUS/SPECIALISED GOODS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to transfer explosives and dangerous/specialised goods as part of transport operations, and/or a.2. transfer explosives and dangerous/specialised goods in an appropriate range of operational transport situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. assessing operational suitability of equipment and vehicles pertinent to explosives and dangerous/specialised goods transfer a.2. estimating weight and dimensions of load and identifying any special handling requirements a.3. selecting appropriate equipment and work systems to enable safe, efficient work a.4. identifying hazards and implementing safety and hazard control procedures and requirements to minimise risks when transferring explosives and dangerous/specialised goods a.5. determining (any) required permits a.6. using appropriate communication strategies and equipment a.7. locating, interpreting and applying relevant information a.8. maintaining workplace records and documentation a.9. identifying and safely handling equipment and goods a.10. applying hierarchy of hazard control b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. mass and loading regulations and procedures b.2. Dangerous Goods Code, Explosives Code and associated regulations b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the transfer of explosives and dangerous/specialised goods during transport operations b.5. relevant guidelines relating to the use of loading equipment b.6. housekeeping procedures b.7. environmental protection procedures when transferring explosives and dangerous/specialised goods c. Action is taken promptly to report any accidents, incidents or potential difficulties in the transfer of explosives or dangerous/specialised goods in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

CONDUCT CONTROL PROCEDURES FOR TRANSFERRING EXPLOSIVES AND DANGEROUS/SPECIALISED GOODS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to undertake emergency action to a potential security threat, including selecting emergency actions to be applied, maintaining communications, and reporting the incident in accordance with established procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Select emergency actions to be applied	<ul style="list-style-type: none"> a. Threats or potential threats are recognised b. Where able, agency/branch/base and/or police are alerted to potential security threat with all relevant details and requests for supportive action being detailed c. Range of emergency actions are identified and analysed d. Security threat and appropriate emergency plans are matched e. Emergency actions are invoked in accordance with emergency procedures and in consideration of own safety, members of the public and the consignment f. Emergency actions are modified consistent with changes within the emergency environment
2. Maintain communications	<ul style="list-style-type: none"> a. Communication is maintained with agency/branch/base and relevant agencies/personnel in accordance with enterprise and emergency procedures b. Information is conveyed in a clear, concise and accurate manner
3. Report incident	<ul style="list-style-type: none"> a. Reporting arrangements are completed according to enterprise procedures b. Police or other emergency services are provided with reports as required

Range Of Variables

UNDERTAKE EMERGENCY RESPONSE ACTION TO A SECURITY THREAT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant sections of the regulations of the relevant State/Territory authorities concerned with the secure delivery of valuables, secured products, documents and materials b. Work is performed under general or limited supervision c. Work involves the application of the basic security principles, routine procedures and regulatory requirements to undertake appropriate emergency response action to a security threat
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Hazards may include: <ul style="list-style-type: none"> c.1. vehicular and pedestrian traffic c.2. firearm handling c.3. persons with felonious intent c.4. uneven ground, steps, road surfaces c.5. dust and vapours c.6. hazardous or dangerous materials c.7. humidity, air temperature d. Consultative processes may involve: <ul style="list-style-type: none"> d.1. clients d.2. private security personnel d.3. public sector security personnel d.4. police d.5. security consultants d.6. other employees and supervisors d.7. management d.8. other professional or technical staff e. Incidents may include actual or potential breaches of security arrangements f. Emergency actions are undertaken within workplace policy and procedures g. Communication may include: <ul style="list-style-type: none"> g.1. mobile and fixed phones g.2. radio g.3. oral, aural or signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. firearms i.4. two-way radios

Range Of Variables (continued)

UNDERTAKE EMERGENCY RESPONSE ACTION TO A SECURITY THREAT

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. job specifications a.3. relevant manufacturer's specifications a.4. competency standards and training materials a.5. supplier and/or client instructions a.6. material safety data sheets a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. licensing and permits for firearms and security occupations a.2. relevant Australian Standards and certification requirements a.3. relevant State/Territory privacy legislation a.4. relevant State/Territory firearms legislation a.5. State/Territory OHS regulations and legislation, including manual handling regulations a.6. licensing requirements for driving and carrying particular classes of goods a.7. relevant State/Territory road rules and traffic acts

UNDERTAKE EMERGENCY RESPONSE ACTION TO A SECURITY THREAT

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> a.1. select appropriate means to maintain security of consignment within requirements for safe handling and protection of goods, vehicle, personnel and the public a.2. identify potential hazards associated with the goods being transported a.3. select emergency actions to be applied in response to an identified security threat a.4. maintain communications during a security incident a.5. report security incident a.6. handle and use firearms in accordance with regulations a.7. locate, interpret and apply relevant information a.8. maintain workplace records and documentation a.9. use safety precautions appropriate to the task a.10. apply hierarchy of control
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Relevant State/Territory permit and licence regulations and requirements b. Relevant OHS and procedures and guidelines c. Risks/hazards when transferring cash-in-transit and related precautions to control security threats d. Operational procedures for identification of security threats and undertaking emergency response e. Contingency planning relating to managing and controlling security threats f. Requirements for approved work procedures and relevant equipment g. Housekeeping standards procedures required in the workplace h. Ability to identify and correctly use equipment, processes and procedures i. Ability to plan own work including predicting consequences and identifying improvements j. Ability to apply relevant agreements, codes of practice or other legislative requirements k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to safely use correct manual handling techniques
4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to undertake emergency response action to a security threat, and/or a.2. undertake emergency response action in an appropriate range of security threat situations

UNDERTAKE EMERGENCY RESPONSE ACTION TO A SECURITY THREAT

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. selecting appropriate means to maintain security of consignment within requirements for safe handling and protection of goods, vehicle, personnel and the public a.2. identifying potential hazards associated with the goods being transported a.3. selecting emergency actions to be applied in response to an identified security threat a.4. maintaining communications during a security incident a.5. reporting a security incident a.6. handling and using firearms in accordance with regulations a.7. locating, interpreting and applying relevant information a.8. maintaining workplace records and documentation a.9. using safety precautions appropriate to the task a.10. applying hierarchy of control b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. establishing effective working relationships with colleagues b.2. maintaining confidentiality of customers, workplace operations, equipment and materials carried b.3. applying codes of practice, hazard policies and procedures b.4. following procedures and work instructions when responding to a security threat b.5. following guidelines relating to the safe use of equipment b.6. applying quality assurance procedures (where existing) b.7. following security procedures c. Action is taken promptly to report any security incidents in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to implement cash-in-transit security procedures, including checking and monitoring personnel and goods within the work area, coordinating responses on security incidents/emergencies, and carrying out surveillance of work areas.

ELEMENT	PERFORMANCE CRITERIA
1. Check and monitor personnel and goods within the work area	<ul style="list-style-type: none"> a. Personnel and vehicles are checked in accordance with workplace operational procedures and statutory authority regulations b. Receipt and delivery of consignment are recorded in accordance with workplace operational procedures to ensure identification of carrier, vehicle, consignment, receiver and documentation c. Consignment content is checked to ensure that container seals are correctly applied and audit trail preserved prior to commencing operations d. Discrepancies in consignments are reported in line with workplace procedures
2. Coordinate responses on security incidents/emergencies	<ul style="list-style-type: none"> a. Security incidents/emergencies are dealt with in accordance with statutory authority regulations and workplace operational procedures b. When reports of incidents/emergencies are communicated, the intended message is transmitted in a concise style that conforms to workplace policy c. Potential security risks are observed and reported in accordance with operational procedures
3. Carry out surveillance of work areas	<ul style="list-style-type: none"> a. Surveillance of work areas is carried out in accordance with workplace operational procedures and statutory authority regulations to ensure security requirements are fulfilled b. Equipment is checked and operated in accordance with workplace procedures and, where applicable, statutory regulations
4. Complete reports	<ul style="list-style-type: none"> a. Reports of operations are completed within workplace procedures and timelines b. Incidents or occurrences are reported to authorities and workplace personnel in writing and verbally as appropriate

Range Of Variables

IMPLEMENT CASH-IN-TRANSIT SECURITY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant sections of the regulations of the relevant State/Territory authorities concerned with the secure delivery of valuables, secured products, documents and materials b. Work is performed under general or limited supervision c. Work involves the application of the basic principles, routine procedures and regulatory requirements to the transfer of cash-in-transit in unsecured environments
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Security risks that may be observed and reported include: <ul style="list-style-type: none"> c.1. consignment unsealed, in unusual position, or displays evidence of being tampered with c.2. loose goods c.3. suspicious persons or vehicles c.4. changes to physical environment c.5. potential fire hazards c.6. consignment subject to inclement weather c.7. inappropriate security maintenance requirements c.8. possible breakdown in security procedures d. Security requirements covered by surveillance activities may include: <ul style="list-style-type: none"> d.1. clients are appropriately protected d.2. buildings, pavement routes, exits, entrances, thoroughfares and vehicles are secured d.3. personnel and vehicles have been checked for authorisation to be in secured area d.4. storage areas are secured d.5. consignment is secured e. Security arrangements may be routine or established for particular purposes f. Reporting may be verbally or in writing g. Hazards may include: <ul style="list-style-type: none"> g.1. vehicular and pedestrian traffic g.2. firearm handling g.3. persons with felonious intent g.4. uneven ground, steps, road surfaces g.5. dust and vapours g.6. hazardous or dangerous materials g.7. humidity, air temperature h. Consignment risk may include: <ul style="list-style-type: none"> h.1. staff fidelity h.2. other theft h.3. loss through negligence

Range Of Variables (continued)

IMPLEMENT CASH-IN-TRANSIT SECURITY PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. clients i.2. private security personnel i.3. public sector security personnel i.4. police i.5. security consultants i.6. other employees and supervisors i.7. management i.8. union representatives i.9. industrial relations and OHS specialists i.10. other professional or technical staff j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. mobile and fixed phones j.2. radio j.3. oral, aural or signed communications k. Security systems/devices may include: <ul style="list-style-type: none"> k.1. two key safes k.2. ATM vaults k.3. surveillance cameras k.4. VCRs k.5. alarm systems k.6. access control systems k.7. time delay devices l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures m. Personal protection equipment may include: <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. firearms m.4. two-way radios
<p>3. Sources of information/ documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. operations manuals and job specifications a.3. relevant manufacturer's specifications a.4. competency standards and training materials a.5. supplier and/or client instructions a.6. material safety data sheets a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures

Range Of Variables (continued)

IMPLEMENT CASH-IN-TRANSIT SECURITY PROCEDURES

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. State/Territory OHS regulations and legislation, including manual handling regulationsa.2. relevant Australian Standards and certification requirementsa.3. relevant State/Territory privacy legislationa.4. relevant State/Territory firearms legislationa.5. licensing and permits for firearms and security occupationsa.6. licensing requirements for driving and carrying particular classes of goodsa.7. relevant State/Territory road rules and traffic acts

IMPLEMENT CASH-IN-TRANSIT SECURITY PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. check and monitor personnel and goods within the work area a.2. coordinate responses on security incidents/emergencies a.3. carry out surveillance of work areas a.4. handle and use firearms in accordance with regulations a.5. locate, interpret and apply relevant information a.6. complete reports and maintain workplace records and documentation a.7. apply hierarchy of hazard control a.8. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory permit and licence regulations and requirements related to the security of cash-in-transit b. Relevant OHS and procedures and guidelines c. Risks/hazards when transferring cash-in-transit and related precautions to control the risk d. Operational procedures for identification of security risks e. Details of work area, security procedures, personnel and consignment for delivery or collection f. Contingency planning relating to managing and controlling security risks g. Requirements for approved work procedures and relevant equipment h. Housekeeping standards procedures required in the workplace i. Ability to identify and correctly use equipment, processes and procedures j. Ability to plan own work including predicting consequences and identifying improvements k. Ability to apply relevant agreements, codes of practice or other legislative requirements l. Ability to modify activities depending on differing workplace contexts, risk situations and environments m. Ability to safely use correct manual handling techniques
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to implement cash-in-transit security procedures, and/or a.2. implement cash-in-transit security procedures in an appropriate range of operational environments

IMPLEMENT CASH-IN-TRANSIT SECURITY PROCEDURES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. checking and monitoring personnel and goods within the work area a.2. coordinating responses on security incidents/emergencies a.3. carrying out surveillance of work areas a.4. handling and using firearms in accordance with regulations a.5. locating, interpreting and applying relevant information a.6. completing reports and maintaining workplace records and documentation a.7. applying hierarchy of hazard control a.8. using safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. establishing effective working relationships with colleagues b.2. maintaining confidentiality of customers, workplace operations, equipment and materials carried b.3. applying codes of practice, hazard policies and procedures b.4. following procedures and work instructions b.5. following guidelines relating to the safe use of equipment b.6. applying quality assurance procedures (where existing) b.7. following security procedures <p>c. Action is taken promptly to report any security problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6.</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

Field O Security

DESCRIPTION:

This unit involves the skills and knowledge required to test and inspect cash-in-transit security equipment, including inspecting equipment and work area, checking the operational capability of the equipment, identifying and assessing the impact of faults on security requirements, and recording and reporting the results of inspection and testing.

ELEMENT	PERFORMANCE CRITERIA
1. Inspect equipment and work area	<ul style="list-style-type: none"> a. The equipment is checked prior to use in accordance with manufacturer's safety checks, specifications and workplace procedures to ensure it is free from damage or faults that may limit operational capability b. Work area is checked to ensure that it is safe and appropriate for the required task
2. Check equipment operational capability	<ul style="list-style-type: none"> a. Equipment and components are inspected in accordance with manufacturer's specifications and workplace procedures and occupational health and safety requirements to ensure effective operation b. Warning systems are checked for operational effectiveness c. Inspection is conducted in accordance with maintenance schedule and degree of use
3. Identify and assess the impact of faults on security requirements	<ul style="list-style-type: none"> a. Equipment faults are identified and assessments made of the potential effect on the operation of the equipment for the required work b. Non-serviceable equipment is tagged, reported to appropriate personnel and/or processed for repair or disposal c. Replacement(s) for non-serviceable equipment are obtained in accordance with workplace procedures
4. Record and report results of inspection and testing	<ul style="list-style-type: none"> a. Accurate reporting of the results of the inspection and testing is kept in accordance with statutory requirements, workplace policy and industry guidelines b. Records are kept in accordance with workplace policy c. Clear reference is made to any items which may affect the future safety of the equipment

Range Of Variables

TEST AND INSPECT CASH-IN-TRANSIT SECURITY EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant sections of the regulations of the relevant State/Territory authorities concerned with the secure delivery of valuables, secured products, documents and materials b. Work is performed under general or limited supervision c. Work involves the application of the basic principles, routine procedures and regulatory requirements to the testing and inspection of cash-in-transit security equipment and systems
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Security systems/equipment may include: <ul style="list-style-type: none"> c.1. surveillance cameras c.2. VCRs c.3. alarm systems c.4. access control systems c.5. time delay devices c.6. two key safes c.7. ATM vaults c.8. communication equipment c.9. personal protection equipment c.10. firearms d. Consultative processes may involve: <ul style="list-style-type: none"> d.1. clients d.2. private security personnel d.3. public sector security personnel d.4. police d.5. security consultants d.6. other employees and supervisors d.7. management d.8. other professional or technical staff e. Communication in the work area may include: <ul style="list-style-type: none"> e.1. mobile and fixed phones e.2. radio e.3. oral, aural or signed communications f. Personal protection equipment may include: <ul style="list-style-type: none"> f.1. gloves f.2. safety headwear and footwear f.3. firearms f.4. two-way radios g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

TEST AND INSPECT CASH-IN-TRANSIT SECURITY EQUIPMENT

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. operations manuals and job specifications a.3. relevant manufacturer's specifications and guidelines a.4. competency standards and training materials a.5. supplier and/or client instructions a.6. material safety data sheets a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory OHS regulations and legislation, including manual handling regulations a.2. relevant Australian Standards and certification requirements a.3. relevant State/Territory privacy legislation a.4. relevant State/Territory firearms legislation a.5. licensing and permits for firearms and security occupations a.6. licensing requirements for driving and carrying particular classes of goods a.7. relevant State/Territory road rules and traffic acts

TEST AND INSPECT CASH-IN-TRANSIT SECURITY EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. inspect security equipment and work area a.2. check security equipment operational capability a.3. identify and assess the impact of faults on security requirements a.4. record and report results of inspection and testing a.5. identify potential hazards and take appropriate action a.6. handle and use firearms in accordance with regulations a.7. locate, interpret and apply relevant information a.8. identify and safely handle equipment a.9. apply hierarchy of hazard control a.10. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory permit and licence regulations and requirements b. Relevant OHS and procedures and guidelines c. Risks/hazards associated with inspecting security equipment and systems and related precautions to control the risk d. Operational procedures for the testing and inspection of cash-in-transit security equipment and systems e. Contingency planning relating to managing and controlling security risks f. Requirements for approved work procedures and relevant equipment g. Housekeeping standards procedures required in the workplace h. Ability to identify and correctly use and test security equipment and systems i. Ability to plan own work including predicting consequences and identifying improvements j. Ability to apply relevant agreements, codes of practice or other legislative requirements k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to safely use correct manual handling techniques
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to test and inspect cash-in-transit security equipment and systems, and/or a.2. test and inspect cash-in-transit security equipment and systems in an appropriate range of security environments

TEST AND INSPECT CASH-IN-TRANSIT SECURITY EQUIPMENT

<p>5.</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. inspecting security equipment and work area a.2. checking security equipment operational capability a.3. identifying and assessing the impact of faults on security requirements a.4. recording and reporting the results of inspection and testing a.5. identifying potential hazards and taking appropriate action a.6. handling and using firearms in accordance with regulations a.7. locating, interpreting and applying relevant information a.8. identifying and safely handling equipment a.9. applying hierarchy of hazard control a.10. using safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. establishing effective working relationships with colleagues b.2. maintaining confidentiality of customers, site layout and operations, and equipment b.3. applying codes of practice, hazard policies and procedures b.4. following procedures and instructions for the testing and inspection of cash-in-transit security equipment and systems b.5. following manufacturer's guidelines relating to the safe use and testing of security equipment and systems b.6. applying quality assurance procedures (where existing) b.7. following security procedures b.8. following housekeeping processes b.9. following waste, pollution and recycling management processes <p>c. Action is taken promptly to report and/or rectify any problems with cash-in-transit security equipment and systems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to respond effectively to cash-in-transit security incidents, including identifying the nature of potential security threats, selecting the appropriate emergency actions to be applied, and reporting the incident..

ELEMENT	PERFORMANCE CRITERIA
1. Identify the nature of potential security threats	<ul style="list-style-type: none"> a. Threats or potential threats are identified, assessed and categorised as possible, actual, or false alarms b. Appropriate agencies and branch are alerted to potential security threat, with all relevant details and requests for supportive action being detailed
2. Select emergency actions to be applied	<ul style="list-style-type: none"> a. Range of emergency actions are identified and analysed b. Security threat and appropriate emergency plans are matched c. Emergency actions are invoked in accordance with emergency procedures and in consideration of own safety, safety of the security team, members of the public and the consignment d. Emergency actions are modified consistent with changes within the emergency environment
3. Report incident	<ul style="list-style-type: none"> a. Reporting arrangements are completed according to enterprise procedures b. Police or other emergency services are provided with reports as required

Range Of Variables

RESPOND TO CASH-IN-TRANSIT SECURITY INCIDENTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant sections of the regulations of the relevant State/Territory authorities concerned with the secure delivery of valuables, secured products, documents and materials b. Work is performed under general or limited supervision c. Work involves the application of the basic security principles, routine procedures and regulatory requirements to respond to cash-in-transit security incidents
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Hazards may include: <ul style="list-style-type: none"> c.1. vehicular and pedestrian traffic c.2. firearm handling c.3. persons with felonious intent c.4. uneven ground, steps, road surfaces c.5. dust and vapours c.6. hazardous or dangerous materials c.7. humidity, air temperature d. Consultative processes may involve: <ul style="list-style-type: none"> d.1. clients d.2. private security personnel d.3. public sector security personnel d.4. police d.5. security consultants d.6. other employees and supervisors d.7. management d.8. other professional or technical staff e. Incidents may include actual or potential breaches of security arrangements f. Contingency actions may be as documented or adapted within scope of authority g. Communication may include: <ul style="list-style-type: none"> g.1. mobile and fixed phones g.2. radio g.3. oral, aural or signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. firearms i.4. two-way radios

Range Of Variables (continued)

RESPOND TO CASH-IN-TRANSIT SECURITY INCIDENTS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. operations manuals and job specifications a.3. relevant manufacturer's specifications a.4. competency standards and training materials a.5. supplier and/or client instructions a.6. material safety data sheets a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. licensing and permits for firearms and security occupations a.2. relevant Australian Standards and certification requirements a.3. relevant State/Territory privacy legislation a.4. relevant State/Territory firearms legislation a.5. State/Territory OHS regulations and legislation, including manual handling regulations a.6. licensing requirements for driving and carrying particular classes of goods a.7. relevant State/Territory road rules and traffic acts

RESPOND TO CASH-IN-TRANSIT SECURITY INCIDENTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select appropriate means to maintain security of consignment within requirements for safe handling and protection of goods, vehicle, personnel and the public a.2. respond appropriately to radio, telephone and verbal inquiries a.3. modify actions in accordance with potential threats and level of responsibility a.4. select emergency actions to be applied in response to an identified security incident a.5. maintain communications during a security incident in written and verbal modes a.6. report security incident in accordance with workplace procedures and client instructions a.7. handle and use firearms in accordance with regulations a.8. locate, interpret and apply relevant information a.9. maintain workplace records and documentation a.10. apply hierarchy of hazard control a.11. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory permit and licence regulations and requirements b. Relevant OHS and procedures and guidelines c. Risks/hazards when transferring cash-in-transit and related precautions to control security threats d. Operational procedures for identification of security threats and undertaking emergency response e. Contingency planning relating to managing and controlling security threats f. Requirements for approved work procedures and relevant equipment g. Housekeeping standards procedures required in the workplace h. Ability to identify and correctly use equipment, processes and procedures i. Ability to plan own work including predicting consequences and identifying improvements j. Ability to apply relevant agreements, codes of practice or other legislative requirements k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to safely use correct manual handling techniques
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to respond to a security incident, and/or a.2. respond to security incidents in an appropriate range of cash-in-transit security situations

RESPOND TO CASH-IN-TRANSIT SECURITY INCIDENTS

- 5.
- a. Applies underpinning knowledge and skills when:
 - a.1. selecting the appropriate means to maintain security of consignment within requirements for safe handling and protection of goods, vehicle, personnel and the public
 - a.2. responding appropriately to radio, telephone and verbal inquiries
 - a.3. modifying actions in accordance with potential threats and level of responsibility
 - a.4. selecting emergency actions to be applied in response to an identified security incident
 - a.5. maintaining communications during a security incident in written and verbal modes
 - a.6. reporting security incidents in accordance with workplace procedures and client instructions
 - a.7. handling and using firearms in accordance with regulations
 - a.8. locating, interpreting and applying relevant information
 - a.9. maintaining workplace records and documentation
 - a.10. applying the hierarchy of hazard control
 - a.11. using safety precautions appropriate to the task
 - b. Shows evidence of application of relevant workplace procedures including:
 - b.1. establishing effective working relationships with colleagues
 - b.2. maintaining confidentiality of customers, workplace operations, equipment and materials carried
 - b.3. applying codes of practice, hazard policies and procedures
 - b.4. following procedures and work instructions when responding to a security incident
 - b.5. following guidelines relating to the safe use of firearms and equipment
 - b.6. applying quality assurance procedures (where existing)
 - c. Action is taken promptly to report and act upon any security incidents in accordance with regulations and workplace procedures
 - d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
-
6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

TDT01198B PROVIDE REVENUE PROTECTION MEASURES

Field O Security

DESCRIPTION:

This unit involves the skills and knowledge required to provide revenue protection measures during transport operations, including preparing for revenue protection activities and implementing revenue protection procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for revenue protection activities	<ul style="list-style-type: none">a. Strategies to check customer ticketing are plannedb. Resources to implement ticket checks are arranged to suit anticipated passengers numbersc. Queuing systems and barriers are set up to ensure ticket checks are comprehensived. Staff are allocated to planned activities according to organisation procedures and policye. Staff are briefed on strategies for checking customers' tickets
2. Implement revenue protection procedures	<ul style="list-style-type: none">a. Ticket checks are conducted against organisational requirementsb. Fares are collected or infringement notices are issuedc. Use of concession, special and privilege passes is monitored for compliance with organisational policies

Range Of Variables

PROVIDE REVENUE PROTECTION MEASURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations related to the protection of transport revenue b. Work is performed under some supervision, generally within a team environment c. Work involves the application of routine procedures and regulatory requirements to the provision of revenue collection measures
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Revenue protection policy implementation could mean: <ul style="list-style-type: none"> b.1. company procedures b.2. sale of tickets b.3. confiscation of invalid tickets b.4. identification confirmation b.5. checking of concessional, special and privilege passes c. Staff allocation could be to: <ul style="list-style-type: none"> c.1. comply with company procedures c.2. the organisation's embarking and disembarking points c.3. the transportation units d. Resources to monitor fare compliance may include: <ul style="list-style-type: none"> d.1. company procedures d.2. barrier equipment d.3. timetable and transport system information d.4. tickets d.5. automatic ticket collection equipment d.6. radio d.7. fare schedule d.8. infringement notice e. Strategies for the checking of ticketing can include: <ul style="list-style-type: none"> e.1. company procedures e.2. continuous checking e.3. random checking e.4. casual checking f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

PROVIDE REVENUE PROTECTION MEASURES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace policies and procedures a.2. customer requests books a.3. safeworking forms a.4. dangerous goods manifests a.5. relevant regulations concerning revenue protection within transport systems a.6. competency standards and training materials a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. standards and certification requirements a.9. quality assurance procedures a.10. security and emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations and legislation concerned with revenue protection within transport systems a.2. relevant State/Territory OHS regulations and legislation a.3. relevant State/Territory environmental protection legislation

PROVIDE REVENUE PROTECTION MEASURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare for and anticipate revenue protection requirements a.2. organise staff efficiently to protect revenue a.3. implement revenue protection activities a.4. communicate with staff a.5. select and appropriately use protective clothing a.6. locate, interpret and apply relevant information a.7. work effectively with others a.8. maintain workplace records a.9. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.10. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory regulations and requirements pertaining to revenue protection b. Relevant OHS and environmental protection procedures and guidelines c. Risks/hazards when providing revenue protection within a transport system and related precautions to control the risk d. Knowledge of organisation's operational information, including: <ul style="list-style-type: none"> d.1. organisation's transport services d.2. complimentary transport services d.3. fare structures d.4. concessional privileges d.5. timetables d.6. organisational policies and procedures d.7. customer service requirements e. Skills required to complete revenue protection activities, including: <ul style="list-style-type: none"> e.1. effective communication skills e.2. radio operation e.3. problem solving skills e.4. stress management e.5. staff deployment e.6. barrier operation e.7. ticket validation e.8. basic mechanical skills e.9. conflict resolution skills e.10. calculation of fares
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to provide revenue protection measures within a transport system, and/or a.2. provide revenue protection measures in an appropriate range of transport contexts

Evidence Guide (continued)

PROVIDE REVENUE PROTECTION MEASURES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. preparing for and anticipating revenue protection requirements a.2. organising staff efficiently to protect revenue a.3. implementing revenue protection activities a.4. communicating with staff a.5. selecting and appropriately using protective clothing a.6. locating, interpreting and applying relevant information a.7. working effectively with others a.8. maintaining workplace records a.9. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.10. following the designated work plan for the job <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes of practice, hazard policies and procedures b.2. following workplace procedures and instructions for the protection of revenue b.3. relevant OHS and environmental protection regulations and procedures b.4. housekeeping procedures b.5. security procedures b.6. guidelines relating to the safe use of equipment b.7. applying quality assurance procedures (where existing) b.8. establishing effective working relationships with colleagues <p>c. Action is taken promptly to report any incidents or potential problems in revenue protection in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6.</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to manage disruptive and/or unlawful behaviour on transport systems, including monitoring passenger behaviour, identifying and attending to disruptive/unlawful activity, taking appropriate action to control disruptive/unlawful behaviour, and reporting and documenting incident(s).

ELEMENT	PERFORMANCE CRITERIA
1. Monitor passenger behaviour	<ul style="list-style-type: none"> a. Facilities and transportation units under surveillance are regularly monitored to identify and record inappropriate behaviour b. Potential problem situations are quickly identified and steps taken to defuse the situation in accordance with agreed procedures c. Incidents which breach legislation are identified and appropriate action is taken d. Surveillance equipment is operated within legal and workplace parameters
2. Identify and resolve disruptive/unlawful activity	<ul style="list-style-type: none"> a. The nature of disruptive or unlawful behaviour is accurately assessed and if possible conflict is resolved using relevant conflict resolution strategies b. Procedures are followed to isolate the offender(s) and minimise disruption to other passengers where appropriate c. Assistance is sought from other staff and external support services where necessary d. The situation is resolved and follow-up action is implemented according to the appropriate workplace rules, regulations and guidelines
3. Take action to control unlawful behaviour	<ul style="list-style-type: none"> a. Assistance is sought from other staff and external support services where necessary b. The nature of the offence and the consequences of the behaviour are clearly communicated to the offender c. Staff involvement in the apprehension of offenders is undertaken within legal and workplace parameters
4. Report and document incident(s)	<ul style="list-style-type: none"> a. Incidents are reported using the appropriate document format in accordance with workplace policies and procedures b. All documentation is drafted in accordance with workplace rules, regulations and guidelines

Range Of Variables

MANAGE DISRUPTIVE AND/OR UNLAWFUL BEHAVIOUR

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations of the relevant State/Territory authorities related to the management of disruptive and/or unlawful behaviour on transport systems b. Work is performed individually, but skills are required to work within a team environment c. Work involves the application of routine procedures and regulatory requirements to the management of disruptive and/or unlawful behaviour on transport systems
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Facilities and transportation units may include: <ul style="list-style-type: none"> c.1. stations/interchanges/stops c.2. carriages c.3. buses/coaches c.4. amenities c.5. depots/other transport facilities c.6. cafeterias c.7. toilets c.8. ticket offices d. Problems may include <ul style="list-style-type: none"> d.1. arguments d.2. hostilities d.3. fare evasion d.4. verbal abuse d.5. physical abuse d.6. graffiti d.7. lack of compliance with no smoking signs d.8. lack of compliance with transport regulations d.9. drunken behaviour e. Equipment may include: <ul style="list-style-type: none"> e.1. video/audio equipment e.2. security services (internal or external) e.3. warning lighting e.4. security mirrors e.5. alarms f. Contingency processes may involve: <ul style="list-style-type: none"> f.1. notification of external agencies where necessary e.g. police, security guards etc. f.2. assistance from other staff if necessary g. Customer safety surveillance may include: <ul style="list-style-type: none"> g.1. foot patrol g.2. automatic camera monitoring g.3. local and remote monitoring g.4. vehicle patrol

Range Of Variables (continued)

MANAGE DISRUPTIVE AND/OR UNLAWFUL BEHAVIOUR

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Consultative processes may involve:</p> <ul style="list-style-type: none"> h.1. customers h.2. private and public sector security personnel h.3. police h.4. security consultants h.5. other employees and supervisors h.6. management <p>i. Communication in the work area may include:</p> <ul style="list-style-type: none"> i.1. mobile and fixed phones i.2. radio i.3. oral, aural or signed communications <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. workplace procedures j.4. established procedures <p>k. Personal protection equipment may include:</p> <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. firearms k.4. two-way radios
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, regulations, guidelines practices and policies a.2. job specifications a.3. organisation insurance requirements a.4. reports of incidents a.5. documentation and records of security breaches a.6. conflict resolution documentation a.7. relevant manufacturer's specifications for equipment used a.8. competency standards and training materials a.9. codes of practice and regulations concerning transport security a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency response procedures a.14. rules and regulations in regard to disruptive/unlawful behaviour
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory OHS regulations and legislation concerning transport security a.2. relevant Australian Standards and certification requirements a.3. relevant State/Territory privacy legislation a.4. relevant State/Territory firearms legislation a.5. licensing and permits for firearms and security occupations a.6. relevant State/Territory road rules and traffic acts

MANAGE DISRUPTIVE AND/OR UNLAWFUL BEHAVIOUR

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. monitor passenger behaviour a.2. identify and resolve disruptive/unlawful activity a.3. take action to control unlawful behaviour a.4. select and appropriately use protective behaviour a.5. apply common law, transport by-laws and service rules as they apply to disruptive/unlawful behaviour on transport systems a.6. seek assistance as required from appropriate external emergency support services a.7. apply conflict resolution and negotiation skills a.8. locate, interpret and apply relevant information a.9. work effectively with others a.10. maintain workplace records a.11. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.12. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory regulations and requirements pertaining to the management of disruptive/unlawful behaviour on transport systems b. Relevant OHS and environmental protection procedures and guidelines c. Risks/hazards when managing disruptive behaviour on a transport system and related precautions to control the risk d. Knowledge of workplace's operational information as it relates to management of disruptive/unlawful behaviour, including: <ul style="list-style-type: none"> d.1. transport services provided d.2. procedures for the management of disruptive/unlawful behaviour d.3. legal and workplace parameters with regard to unlawful behaviour d.4. by-laws and service rules as they apply to disruptive behaviour on transport systems d.5. common law as it applies to disruptive/unlawful behaviour on transport systems d.6. customer service requirements e. Skills required to manage disruptive and unlawful behaviour, including: <ul style="list-style-type: none"> e.1. effective communication skills e.2. problem identification and resolution e.3. negotiation skills e.4. conflict resolution skills e.5. ability to apply workplace guidelines e.6. written communication e.7. ability to identify and correctly use equipment, processes and procedures e.8. ability to modify activities depending on differing workplace contexts, risk situations and environments

MANAGE DISRUPTIVE AND/OR UNLAWFUL BEHAVIOUR

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to manage disruptive and unlawful behaviour on a transport system, and/or a.2. manage disruptive and unlawful behaviour in an appropriate range of transport environments
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. monitoring passenger behaviour a.2. identifying and resolving disruptive/unlawful activity a.3. taking appropriate action to control unlawful behaviour a.4. selecting and appropriately using protective behaviour a.5. applying common law, transport by-laws and service rules as they apply to disruptive/unlawful behaviour on transport systems a.6. seeking assistance as required from appropriate external emergency support services a.7. applying conflict resolution and negotiation skills a.8. locating, interpreting and applying relevant information a.9. working effectively with others a.10. maintaining workplace records a.11. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.12. following the designated work plan for the job b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. establishing effective working relationships with colleagues and other security personnel b.2. applying codes of practice, hazard policies and procedures b.3. following procedures and instructions b.4. following guidelines relating to the safe use of equipment b.5. applying quality assurance procedures (where existing) c. Action is taken promptly to report and/or attend to any disruptive/unlawful behaviour in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others. f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

Evidence Guide (continued)

MANAGE DISRUPTIVE AND/OR UNLAWFUL BEHAVIOUR

6.
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to administer the security of assets and facilities in the transport and distribution industry, including assessing asset security requirements, developing and implementing asset security programs, and monitoring and evaluating asset security programs.

ELEMENT	PERFORMANCE CRITERIA
1. Assess security requirements	<ul style="list-style-type: none"> a. Adequacy of insurance cover is determined b. Adequacy of physical protection over assets and facilities is determined c. Methods to improve security requirements are assessed and recommended d. Breakdowns/breaches of security are recorded and reported
2. Develop and implement security programs	<ul style="list-style-type: none"> a. Staff are consulted regularly regarding security programs b. Improvements to security procedures are documented, trialed, refined and implemented c. Input is given to assist in the preparation of coronial reports and enquires d. Statements are gathered and reports prepared which assist in the issuance of summonses
3. Monitor and evaluate security programs	<ul style="list-style-type: none"> a. Reports and statements produced where security has broken down or has been breached, are analysed and conclusions documented b. Security procedures are regularly monitored to ensure their implementation c. Testing and evaluation of security systems regularly occurs to ensure operational effectiveness

Range Of Variables

ADMINISTER THE SECURITY OF ASSETS AND FACILITIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations of the relevant State/Territory authorities related to the administration of assets and facilities in the transport and distribution industry b. Work is performed under some supervision, generally within a team environment c. Work involves the application of routine procedures and regulatory requirements to the administration of assets and facilities in the transport and distribution industry
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Equipment may include: <ul style="list-style-type: none"> c.1. insurance notes and information c.2. organisation security procedures c.3. documentation of physical protection facilities c.4. security programs d. Coding identification of assets may include: <ul style="list-style-type: none"> d.1. stocktakes d.2. assets register (coded and labelled) d.3. monitoring insurance requirements e. Regular insurance assessments may include: <ul style="list-style-type: none"> e.1. conditions of insurance e.2. insurance assessment of premises e.3. monitoring insurance requirements f. Work organisation procedures and practices may include: <ul style="list-style-type: none"> f.1. financial/administrative procedures f.2. security procedures g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. private and public sector security personnel g.2. police g.3. security consultants g.4. other employees and supervisors g.5. management h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. mobile and fixed phones h.2. radio h.3. oral, aural or signed communications i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. private and public sector security personnel i.2. police i.3. security consultants i.4. other employees and supervisors i.5. management

Range Of Variables (continued)

ADMINISTER THE SECURITY OF ASSETS AND FACILITIES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>j. Communication in the work area may include:</p> <ul style="list-style-type: none"> j.1. mobile and fixed phones j.2. radio j.3. oral, aural or signed communications <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. workplace procedures k.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, regulations, guidelines practices and policies a.2. organisation security reports a.3. coronial reports and enquiries a.4. event statements a.5. summonses a.6. assets register a.7. organisation insurance requirements a.8. relevant manufacturer's specifications and guidelines a.9. codes of practice and regulations concerning transport and distribution assets a.10. job specifications a.11. competency standards and training materials a.12. award, enterprise bargaining agreement, other industrial arrangements a.13. standards and certification requirements a.14. quality assurance procedures a.15. emergency response procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory OHS regulations and legislation concerning transport and distribution assets a.2. relevant Australian Standards and certification requirements a.3. relevant State/Territory insurance legislation a.4. relevant State/Territory legislation relevant to asset security

ADMINISTER THE SECURITY OF ASSETS AND FACILITIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess asset security requirements a.2. develop and implement asset security programs a.3. monitor and evaluate asset security programs a.4. locate, interpret and apply relevant information a.5. work effectively with others a.6. maintain workplace records a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory regulations and requirements pertaining to the administration of assets and facilities in the transport and distribution industry b. Relevant OHS and environmental protection procedures and guidelines c. Risks/hazards when administering assets and facilities and related precautions to control the risk d. Knowledge of workplace's operational information as it relates to administration of assets and facilities, including: <ul style="list-style-type: none"> d.1. relevant operational procedures for accessing, storing, using and securing resources d.2. stock handling procedure d.3. basic financial procedures d.4. relevant operational procedures relating to security of assets and facilities d.5. types and levels of insurance cover d.6. risk management policies d.7. reporting procedures d.8. corporate organisation chart d.9. staff roles, responsibilities and reporting lines d.10. basic legal rights and responsibilities e. Skills required to administer assets and facilities, including: <ul style="list-style-type: none"> e.1. report writing skills e.2. written and oral communication skills e.3. consultation skills e.4. questioning and listening skills e.5. interpretation and analysis skills e.6. data gathering, collation and presentation skills e.7. auditing skills e.8. record keeping skills e.9. negotiation skills e.10. ability to identify and correctly use equipment, processes and procedures e.11. ability to modify activities depending on differing workplace contexts, risk situations and environments

ADMINISTER THE SECURITY OF ASSETS AND FACILITIES

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to administer the security of assets and facilities, and/or a.2. administer the security of assets and facilities in an appropriate range of transport and distribution environments
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. assessing asset security requirements a.2. developing and implementing asset security programs a.3. monitoring and evaluating asset security programs a.4. locating, interpreting and applying relevant information a.5. working effectively with others a.6. maintaining workplace records a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. following the designated work plan for the job b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant government regulations, policies, procedures and standards b.2. relevant OHS and environmental protection regulations and procedures b.3. establishing effective working relationships with colleagues and other security personnel b.4. applying codes of practice, hazard policies and procedures b.5. following procedures and instructions b.6. following guidelines relating to the safe use of equipment b.7. applying quality assurance procedures (where existing) c. Action is taken promptly to report and/or attend to asset security problems in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others. f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

Evidence Guide (continued)

ADMINISTER THE SECURITY OF ASSETS AND FACILITIES

- 6.
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to apply and monitor security procedures in workplaces in the postal, warehousing, stevedoring, transport, distribution and allied industries in accordance with workplace and regulatory requirements. This includes checking and monitoring personnel and goods entering the worksite, carrying out surveillance of work areas, dealing with security incidents and emergencies, and completing required reports and surveillance documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Check and monitor personnel and goods entering the existing worksite	<ul style="list-style-type: none"> a. The entry and/or exit of personnel and vehicles are checked in accordance with workplace operational procedures and statutory authority regulations to prevent improper entry or unlawful removal of goods and cargo b. Potential breaches of security which may cause goods to be at risk are observed and reported promptly to designated personnel in accordance with workplace procedures
2. Carry out surveillance of work areas	<ul style="list-style-type: none"> a. Surveillance of work areas is in accordance with workplace procedures and regulatory requirements b. Breaches of security are identified and action is initiated and/or the incident reported in accordance with workplace procedures and regulatory requirements
3. Deal and write reports on security incidents emergencies	<ul style="list-style-type: none"> a. Security incidents/emergencies are dealt with in accordance with regulations and site operational procedures b. Appropriate police/security/emergency services are contacted, if required, in accordance with workplace procedures c. Written reports of incidents/emergencies communicate intended message in accordance with workplace requirements
4. Complete required documentation	<ul style="list-style-type: none"> a. Surveillance documentation and reports are completed and files despatched in accordance with workplace procedures and regulatory requirements

Range Of Variables

APPLY AND MONITOR WORKPLACE SECURITY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations and workplace requirements pertaining to the security procedures in the workplace b. Work is performed under some supervision, generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to security operations as part of work activities in the postal, warehousing, stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Workplaces may comprise large, medium or small worksites c. Customers may be internal or external d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. dust and vapours e.3. chemicals and hazardous or other dangerous materials e.4. humidity, air temperature e.5. lighting conditions e.6. movements of equipment, goods, and materials e.7. noise f. Security procedures for high value goods may include: <ul style="list-style-type: none"> f.1. identification codes/marks/numbers identified and recorded f.2. goods to be secured are tallied f.3. storage location matches product characteristics including fire risks, weather damage or requirements workplace f.4. reporting of shortages and damage g. Recording procedures for the receipt/delivery of cargo/freight/mail etc. may include: <ul style="list-style-type: none"> g.1. carrier and vehicle registration g.2. cargo/freight/mail, including marks/numbers/identification codes g.3. cargo/freight/mail documentation g.4. number of pallets g.5. gate pass and time of exit h. Documentation may include: <ul style="list-style-type: none"> h.1. export receipt advice h.2. customs clearance h.3. gate pass/VMO clearance

Range Of Variables (continued)

APPLY AND MONITOR WORKPLACE SECURITY PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Depending on workplace context, authorised personnel seeking entry to terminal/wharf/workplace may include: <ul style="list-style-type: none"> i.1. carriers i.2. customs i.3. officers of the Australian Quarantine and Inspection Service i.4. port authority i.5. shipping agents i.6. employees of related industries i.7. work crews i.8. union representatives i.9. contractors i.10. site visitors i.11. contractors i.12. official representatives j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. protective clothing j.6. high visibility clothing k. Communication in the work area may include: <ul style="list-style-type: none"> k.1. phone k.2. fax k.3. email k.4. electronic data transfer (EDI) k.5. RF systems k.6. radio k.7. oral, aural or signed communications l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures m. Surveillance areas may include: <ul style="list-style-type: none"> m.1. buildings, gates and perimeter fence m.2. personnel and property are authorised to be in a secured area m.3. customers, visitors and contractors are safe m.4. monies, premises and equipment are secure

Range Of Variables (continued)

APPLY AND MONITOR WORKPLACE SECURITY PROCEDURES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace policies, operating procedures and practices a.2. goods identification numbers and codes a.3. manifests, consignment notes, bar codes, and container identification/serial number a.4. Australian and international codes of practice and regulations relevant to the secure transfer of cargo/freight/mail/parcels including ADG Code a.5. dangerous goods declarations and material safety data sheets (where applicable) a.6. quality assurance procedures a.7. induction documentation a.8. competency standards and training materials a.9. job specifications and procedures a.10. award, enterprise bargaining agreement or other industrial arrangements a.11. codes of practice, including national standards for manual handling and the industry safety code a.12. supplier and or/client instructions' a.13. HAZCHEM chart/MSDS a.14. safety observation feedback program a.15. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations for the transfer of cargo/freight/mail a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations a.10. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation

APPLY AND MONITOR WORKPLACE SECURITY PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. check seals on containers or packages a.2. take actions to reseal or dispose of packages and empty containers a.3. secure pillage and high value cargo/freight/mail a.4. record delivery of cargo/freight/mail a.5. deal with verbal and written reports on security incidents/emergencies a.6. locate, interpret and apply relevant information a.7. provide customer/client service and work effectively with others a.8. convey information in written and oral form a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the security arrangements during the transfer of cargo/freight/mail b. Relevant OHS and environmental protection procedures and guidelines c. Workplace security procedures and policies when transferring cargo/freight/mail d. Focus of operation of work systems, equipment, management and site operating systems for the secure transfer of cargo/freight/mail e. Security problems that may occur when transferring cargo/freight/mail and appropriate action that can be taken to resolve/avoid the problems f. Site layout and operating procedures g. Types of hazardous cargo and special handling procedures h. The marking and numbering systems for cargo/freight/mail i. Relevant bond, quarantine or other legislative requirements j. Ability to: <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when maintaining security during the transfer of cargo/freight/mail j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. read and interpret instructions, procedures and labels relevant to the secure transfer of cargo/freight/mail j.4. identify cargo, container and goods, coding, ADG/IMDG markings and, where applicable, emergency information panels j.5. receive, acknowledge and send messages with available communications equipment j.6. plan own work including predicting consequences and identifying improvements.

APPLY AND MONITOR WORKPLACE SECURITY PROCEDURES

4. Resource implications	a. Access is required to opportunities to: a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply and monitor workplace security procedures, and/or a.2. apply and monitor workplace security procedures in an appropriate range of operational workplace situations
5. Consistency in performance	a. Applies underpinning knowledge and skills when: a.1. establishing effective working relationships with colleagues a.2. following security requirements for workplace activities a.3. maintaining confidentiality of customers, clients and materials carried a.4. modifying work practises to cater for variations in workplace contexts and environments in accordance with workplace parcels and mail guidelines a.5. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: b.1. relevant codes of practice and legislative requirements pertaining to mail operations b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) b.3. workplace procedures and instructions b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report any accidents, emergencies or operational problems in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to mail, parcels, equipment or personnel

APPLY AND MONITOR WORKPLACE SECURITY PROCEDURES

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to develop plans to meet customer and organisation needs, including contributing to strategic planning, analysing market needs, contributing to business documentation, and communicating on planning matters with other members of the organisation.

ELEMENT	PERFORMANCE CRITERIA
1. Contribute to strategic planning	a. A contribution is made to a shared vision and values for the workplace by assisting the examination of future opportunities and directions and their use in the shaping of business goals and objectives b. A contribution is made to strategic planning by assisting in the investigation of the business environment of the workplace
2. Analyse market needs	a. Customer needs are researched and the outcomes analysed and interpreted to establish business options and opportunities b. Opportunities are identified for product and service enhancement through an analysis of existing and potential market opportunities and the development of strategies to strengthen the workplace's market focus in suitable directions
3. Contribute to business documentation	a. Contributions are made to the preparation of the workplace's business plans/budgets b. All workplace insurance needs are identified and suitable cover taken out
4. Communicate to other members of the organisation	a. The outcomes of the planning process are communicated to appropriate persons in the organisation and feedback mechanisms used to ensure continuous improvement of the planning process and outcomes

Range Of Variables

DEVELOP PLANS TO MEET CUSTOMER AND ORGANISATION NEEDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in developing plans to meet customer and organisation needs b. Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives d. Work involves responsibility for the development of work plans and the provision of leadership of others either individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Plans may include: <ul style="list-style-type: none"> d.1. operational plans d.2. marketing plans d.3. financial plans e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. other employees and supervisors e.2. customers and suppliers e.3. management and union representatives e.4. industrial relations and OHS specialists e.5. other professional or technical staff, contractors and maintenance personnel f. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> f.1. company plans/procedures f.2. enterprise plans/procedures f.3. organisational plans/procedures f.4. established plans/procedures

Range Of Variables (continued)

DEVELOP PLANS TO MEET CUSTOMER AND ORGANISATION NEEDS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. procedures for the development of workplace plans and budgets a.2. customer/client instructions and assessed requirements a.3. legislation, regulations and related documentation relevant to business operations a.4. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.5. insurance requirements a.6. relevant agreements, codes of practice including the National Standards for Services and Operations a.7. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.8. reports of accidents and incidents within regulatory requirements and workplace procedures a.9. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.10. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. equal employment legislation and related policies a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements a.8. taxation and trading regulations relevant to business operations a.9. relevant insurance regulations

DEVELOP PLANS TO MEET CUSTOMER AND ORGANISATION NEEDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. contribute to strategic planning a.2. analyse market needs a.3. contribute to business documentation a.4. communicate with customers and other members of the organisation a.5. apply techniques to encourage appropriate participation of team/group members and external organisations or individuals with relevant expertise a.6. locate, interpret and apply relevant information a.7. respond to customer/client service needs a.8. work effectively with others on planning activities
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the development of plans to meet customer and organisation needs, including: <ul style="list-style-type: none"> c.1. procedures for strategic planning c.2. procedures for tactical planning c.3. procedures for quality improvement of services/operations/products d. Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality e. Insurance requirements relevant to business operations f. Focus of operation of business planning systems and resources g. Resource availability including the processing capacity of equipment and software systems for planning activities h. Typical problems that can occur when developing plans to meet customer and organisation needs and related appropriate action that can be taken i. Ability to survey and assess organisation and customer requirements j. Ability to negotiate and work effectively with others k. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to"</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop a workplace plan to meet customer and organisation needs, and/or a.2. develop plans to meet customer and organisation needs in an appropriate range of operational contexts

DEVELOP PLANS TO MEET CUSTOMER AND ORGANISATION NEEDS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. contributing to strategic planning a.2. analysing market needs a.3. contributing to business documentation a.4. communicating with customers and other members of the organisation a.5. applying techniques to encourage appropriate participation of team/group members and external organisations or individuals with relevant expertise a.6. locating, interpreting and applying relevant information a.7. responding to customer/client service needs a.8. working effectively with others on planning activities <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the development of plans to meet customer and organisation needs b.4. relevant guidelines relating to the procurement and use of equipment and services b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any problems concerning the development of plans in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	1	3	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to facilitate and capitalise on change and innovation in the workplace, including participating in planning for the introduction of change, developing creative and flexible approaches to solutions to change-related problems, and managing emerging challenges and opportunities in the workplace.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Participate in planning the introduction of change</p>	<ul style="list-style-type: none"> a. Opportunities are taken to respond to the changing needs of customers and the organisation b. Effective contributions are made to the organisation's planning processes to introduce change c. Plans to introduce change are made in consultation with affected individuals/groups d. The organisation's objectives and plans to introduce change are explained clearly to individuals/teams
<p>2. Develop creative and flexible approaches to solutions</p>	<ul style="list-style-type: none"> a. Alternative approaches to managing workplace issues and problems are identified and analysed b. Risks are assessed and action is taken to achieve a recognised benefit or advantage to the organisation c. The workplace is managed in a way that promotes the development of innovative approaches and outcomes d. Creative and responsive approaches to resource management improves productivity and/or reduces costs in a competitive environment
<p>3. Manage emerging challenges and opportunities</p>	<ul style="list-style-type: none"> a. Individuals/teams respond effectively and efficiently to changes in the organisation's goals, plans and priorities b. Coaching and mentoring assists individuals/teams develop competencies to handle change efficiently and effectively c. Individuals/teams are kept informed of progress in the implementation of change d. Recommendations for improving the methods/techniques to manage change are negotiated with designated persons/groups

Range Of Variables

FACILITATE AND CAPITALISE ON CHANGE IN THE WORKPLACE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in facilitating and capitalising on change and innovation in the workplace b. Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to support the development of changes to work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives by the work area and the individuals and teams within it d. Work involves responsibility for facilitating change in the workplace and the provision of leadership of others either individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Change may include: <ul style="list-style-type: none"> c.1. new management c.2. new work practices c.3. new products or services c.4. changes in work locations c.5. changes in work structures c.6. new quality systems c.7. new training programs d. Learning methods may include: <ul style="list-style-type: none"> d.1. mentoring d.2. coaching d.3. exchange/rotation d.4. action learning d.5. shadowing d.6. structured training programs e. Relevant regulations/legislation may be related to: <ul style="list-style-type: none"> e.1. contract disputation e.2. confidentiality e.3. goods regulatory requirements e.4. probity f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees and supervisors f.2. customers and suppliers f.4. management and union representatives f.5. industrial relations and OHS specialists f.6. other professional or technical staff, contractors and maintenance personnel

Range Of Variables (continued)

FACILITATE AND CAPITALISE ON CHANGE IN THE WORKPLACE

VARIABLE	SCOPE
2 Worksite environment (continued)	g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures
3. Sources of information/ documents	a. Information/documentation may include: <ul style="list-style-type: none"> a.1. procedures for the development of workplace plans and budgets a.2. customer/client instructions and assessed requirements a.3. legislation, regulations and related documentation relevant to business operations a.4. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.5. insurance requirements a.6. relevant agreements, codes of practice including the National Standards for Services and Operations a.7. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.8. reports of accidents and incidents within regulatory requirements and workplace procedures a.9. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.10. quality assurance procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. equal employment legislation and related policies a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements a.8. taxation and trading regulations relevant to business operations a.9. relevant insurance regulations

FACILITATE AND CAPITALISE ON CHANGE IN THE WORKPLACE

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> a.1. participate in planning the introduction of changes and innovations in the workplace a.2. develop creative and flexible approaches and solutions to change-related issues and problems a.3. manage emerging challenges and opportunities for change and innovation a.4. communicate with customers and other members of the organisation a.5. apply techniques to encourage appropriate participation of team/group members and external organisations or individuals with relevant expertise a.6. locate, interpret and apply relevant information a.7. respond to customer/client service needs a.8. work effectively with others on the introduction of changes and innovations in the workplace
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Relevant and regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the facilitation and capitalisation of change in the workplace, including: <ul style="list-style-type: none"> c.1. risk management policies and procedures c.2. problem solving procedures c.3. strategic planning procedures c.4. quality improvement policies and procedures c.5. customer service policies and procedures d. Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality e. Focus of operation of business planning systems and resources f. Resource availability including the processing capacity of equipment and software systems for planning activities g. 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 h. Ability to survey and assess organisation and customer requirements for change and innovation i. Ability to negotiate and work effectively with others j. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks

FACILITATE AND CAPITALISE ON CHANGE IN THE WORKPLACE

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop a workplace plan to facilitate and capitalise on change and innovation in the workplace, and/or a.2. facilitate and capitalise on change and innovation in an appropriate range of workplace contexts
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. participating in planning the introduction of changes and innovations in the workplace a.2. developing creative and flexible approaches and solutions to change-related issues and problems a.3. managing emerging challenges and opportunities for change and innovation a.4. communicating with customers and other members of the organisation a.5. applying techniques to encourage appropriate participation of team/group members and external organisations or individuals with relevant expertise a.6. locating, interpreting and applying relevant information a.7. responding to customer/client service needs a.8. working effectively with others on the introduction of changes and innovations in the workplace b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the facilitation and capitalisation of change in the workplace b.4. relevant guidelines relating to the procurement and use of equipment and services b.5. issue resolution and grievance procedures b.6. environmental protection procedures c. Action is taken promptly to report and/or take appropriate action on any problems concerning the introduction of changes/innovations in accordance with workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

FACILITATE AND CAPITALISE ON CHANGE IN THE WORKPLACE

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	2	3	1	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to manage workplace information, including identifying and sourcing information needs; collecting, analysing and reporting information; using management information systems; contributing to the preparation of operational plans; and preparing resource proposals.

ELEMENT	PERFORMANCE CRITERIA
1. Identify and source information needs	<ul style="list-style-type: none"> a. The information needs of individuals/teams is determined and the potential sources of information are identified b. Information held by the organisation is reviewed to determine suitability and accessibility c. Arrangements are made to obtain information which is not available/accessible within the organisation
2. Collect, analyse and report information	<ul style="list-style-type: none"> a. Collection of information is timely and relevant to the needs of individuals/teams b. Information is in a format suitable for analysis, interpretation and dissemination c. Information is analysed to identify and report relevant trends and developments in terms of the needs for which it was acquired
3. Use management information systems	<ul style="list-style-type: none"> a. Management information systems are used effectively to store and retrieve data for decision making b. Technology available in the work area/organisation is used to manage information efficiently and effectively c. Recommendations for improving the information system are submitted to designated persons/groups
4. Contribute to the preparation of operational plans	<ul style="list-style-type: none"> a. Individuals/teams are involved in the preparation of operational plans in ways which use their contribution effectively and gains their support for the outcomes b. Operational plans are prepared and presented in accordance with the workplace's guidelines and requirements
5. Prepare resource proposals	<ul style="list-style-type: none"> a. Resource planning data is collected in consultation with colleagues, including those who have a specialist role in resource management b. Estimates of resource needs and utilisation reflects the workplace's business plans and customer and supplier requirements c. Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes

Range Of Variables

MANAGE WORKPLACE INFORMATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves the use of discretion and judgement for self and others when managing workplace information systems b. Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the work area and to support the development of information systems and appropriate strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives by the work area and the individuals and teams within it d. Work involves responsibility for management of information processing and storage systems in the workplace and the provision of leadership of others either individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer and supplier contact and related information coordination d. Information may be in print or electronic form and may include forms, letters, memos, operational data, faxes, manifests, inventories, orders, invoices, freight documentation and other documents, records and data required within warehousing, stevedoring, transport and distribution operations e. Communications systems may involve: <ul style="list-style-type: none"> e.1. telephone e.2. fax e.3. email e.4. electronic data transfer of information (EDI) e.5. mail f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees and supervisors f.2. customers and suppliers f.4. management and union representatives f.5. industrial relations and OHS specialists f.6. other professional or technical staff, contractors and maintenance personnel g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

MANAGE WORKPLACE INFORMATION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace policies and procedures a.2. relevant contracts and agreements a.3. quality or enterprise work specifications and procedures a.4. manufacturer's specifications and/or supplier's advice, recommended procedures, policies and instructions a.5. guidelines relating to minimising risks to the environment and compliance with OHS requirements a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant agreements and codes of practice a.9. legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection a.10. reports of accidents and incidents within regulatory requirements and enterprise procedures a.11. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.12. quality assurance procedures a.13. workplace agreements and awards a.14. workers compensation a.15. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. equal employment legislation and related policies a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

MANAGE WORKPLACE INFORMATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. collect, analyse and report on workplace information a.2. use management information systems a.3. contribute to the preparation of operational plans a.4. prepare financial information and resource proposals a.5. manage own work to achieve organisational goals and required results a.6. suggest improvements to management of information and negotiate changes to systems and approaches a.7. mediate and resolve issues surrounding supply, maximising positive outcomes for the organisation and the individuals within it a.8. research, interpret and apply relevant information a.9. locate, interpret and apply relevant information a.10. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant and regulatory and code requirements b. Relevant OHS and environmental protection responsibilities, policies and procedures c. Workplace protocols and procedures for the management of workplace information d. Workplace business policies and plans as they relate to financial reporting and information system management and improvement e. Focus of operation of recording, reporting and statistical analysis systems and resources f. Resource availability including the processing capacity of equipment and software systems for statistical analysis of data g. Typical problems that can occur with the management of workplace information and related appropriate action that can be taken h. Coaching and mentoring approaches to support team members to share knowledge and skills i. Ability to select and efficiently use information management systems and technologies j. Ability to select and appropriately apply technology, information systems and procedures to workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to manage a workplace information system, and/or a.2. manage workplace information systems in an appropriate range of operational contexts

MANAGE WORKPLACE INFORMATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. collecting, analysing and reporting on workplace information a.2. using management information systems a.3. contributing to the preparation of operational plans a.4. preparing financial information and resource proposals a.5. managing own work to achieve organisational goals and required results a.6. suggesting improvements to management of information and negotiating changes to systems and approaches a.7. mediating and resolving issues surrounding supply, maximising positive outcomes for the organisation and the individuals within it a.8. researching, locating, interpreting and applying relevant information a.9. providing customer/client service and working effectively with others <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes and Australian standards b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace policies, procedures and instructions related to the management of workplace information systems b.4. relevant guidelines relating to the use of equipment b.5. issue resolution and grievance procedures b.6. environmental protection policies and procedures <p>c. Action is taken promptly to report and/or take appropriate action on any problems with workplace information systems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to assess job requirements for a lift using a mobile crane, and provide a quotation to a customer, including establishing customer requirements, determining the credit rating of customer, identifying the scope of the work, specifying job requirements and methods with customers, and documenting the quotation.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements and relevant Australian standards pertaining to the operation of mobile cranes.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Establish customer requirements</p>	<ul style="list-style-type: none"> a. Customer is addressed in a courteous and business-like manner b. Customer requirements and degree of urgency are established promptly c. Impact of relevant legislation or workplace policy for dealing with requirements, and ability to respond are identified d. Service requests requiring additional research are allocated a priority and arrangements made for follow-up
<p>2. Determine credit rating of customer</p>	<ul style="list-style-type: none"> a. Customer's full credit details are taken to enable suitable reference checks to be made b. Unclear or uncertain credit information is referred to management for decision prior to proceeding c. When necessary, special payment arrangements are negotiated or service is refused according to workplace policy
<p>3. Identify scope of work</p>	<ul style="list-style-type: none"> a. Location, time, type of lift, type of crane and service needs are clarified b. Need to refer job to supervisor is determined and arrangements made according to workplace procedures c. Suitability of available equipment, materials and personnel is established against customer's requirements d. Need for permits, notifications and authorisations from authorities is identified e. Special requirements for access and/or the lift are established and confirmed with the customer f. Information regarding possible hazards is sought from customer and any hazards noted g. Workplace records and rate schedules are used to determine applicable rate for customer h. Suitable allowances for contingencies are provided based on findings from site inspection

<p>4. Specify job requirements and methods with customers</p>	<ul style="list-style-type: none"> a. Equipment, time and labour requirements to complete job safely and efficiently are established in line with legislative requirements and workplace procedures b. Job requirements, proposed method for operation and costs are presented to customer with clear explanations of contingencies c. Lift charts and drawings where applicable are used in clarifying job requirements to customer d. Opportunities are provided for customer to seek clarification on costing and proposed methods e. Quotation is followed up according to workplace procedures f. Quotation is confirmed with customer and signed authorisation of quotation and relevant indemnity forms obtained in line with workplace policy and procedures g. Agreed terms and conditions are included in the written quotation
<p>5. Document quotation</p>	<ul style="list-style-type: none"> a. Quotation format is in accordance with workplace requirements b. Information is clear, concise and relevant c. Copy of quotation is provided to client promptly d. Quotation and related documentation is filed and other records updated accurately, legibly and promptly according to workplace procedures

Range Of Variables

ASSESS LIFT REQUIREMENTS AND PROVIDE QUOTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant State/Territory authorities pertaining to mobile crane operations b. Work is performed under general supervision c. Work involves the application of some judgement and routine principles and procedures to the assessment of lift requirements and the provision of a quotation for a mobile crane lift in a variety of operational contexts including specialised lifts
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted day or night and in a variety of weather conditions b. Environment may include movement of equipment, goods, materials and vehicular traffic c. Customers may be internal or external d. Quotations may be provided for mobile crane lifts in a range of industry sectors including: <ul style="list-style-type: none"> d.1. construction and demolition d.2. manufacturing d.3. waterfront d.4. mining d.5. primary industry d.6. utilities (electricity, gas, water) d.7. arboricultural d.8. swimming pool d.9. quarrying e. Specialised lifts may include: <ul style="list-style-type: none"> e.1. large surface areas-pools e.2. tilt-up panels e.3. drive-in movie screens e.4. tree removal and replacement e.5. bridge beams e.6. multiple crane lifts e.7. passing loads to other cranes e.8. tailing out of loads e.9. turning loads over e.10. lifting high value goods e.11. recovery work e.12. specialised operations-drag lines e.13. clam shell e.14. pile driving e.15. barge work e.16. work involving work box duties

Range Of Variables (continued)

ASSESS LIFT REQUIREMENTS AND PROVIDE QUOTATION

VARIABLE	SCOPE
<p>2 Worksite environment (continued)</p>	<p>f. Hazards may include:</p> <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion <p>g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</p> <p>h. Consultative processes may involve:</p> <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. management h.3. union representatives h.4. clients h.5. industrial relations and OHS specialists h.6. other professional or technical staff <p>i. Requirements for access and/or lift may include:</p> <ul style="list-style-type: none"> i.1. site restrictions and procedures i.2. authorities and permits i.3. hours of operation i.4. induction i.5. slings, chains, nets, brackets and other specialised lifting equipment i.6. noise restrictions i.7. personal protection equipment i.8. support trucks i.9. additional gear and equipment i.10. communications equipment <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. sunscreen, sunglasses and safety glasses j.4. two-way radios j.5. high visibility clothing <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures k.5. site procedures

Range Of Variables (continued)

ASSESS LIFT REQUIREMENTS AND PROVIDE QUOTATION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. site plans a.2. safe Working Load (SWL) and Working Load Limit (WLL) a.3. operations manuals including load charts and crane and rigging manuals a.4. induction documentation a.5. competency standards and training materials a.6. job specifications and procedures a.7. crane and equipment manufacturer's specifications and guidelines a.8. workplace operating procedures and policies a.9. supplier and/or client instructions a.10. communications technology equipment, oral, aural or signed communications a.11. personal and work area work procedures and practices a.12. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.12.1. workplace agreements and awards a.12.2. occupational health and safety procedures a.12.3. standards and certification requirements a.12.4. quality assurance procedures a.12.5. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations and licence/permit requirements pertaining to specialised mobile crane operations a.2. relevant State/Territory road rules a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory fatigue management regulations a.5. relevant State/Territory environmental protection legislation

ASSESS LIFT REQUIREMENTS AND PROVIDE QUOTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. interpret customer requirements for a mobile crane lift a.2. locate, interpret and apply relevant information a.3. estimate costs and times for a mobile crane lift a.4. assess credit rating of a customer a.5. ascertain weight and dimensions of load and radius requirements and Centre of Gravity (COG) a.6. select appropriate crane size and type a.7. communicate effectively in writing and respond to telephone and verbal inquiries a.8. identify job and site hazards a.9. determine required permits a.10. use appropriate communication strategies and equipment a.11. maintain workplace records and documentation a.12. apply hierarchy of control and, where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation b. Relevant OHS and environmental procedures and regulations c. Mobile crane applications, capacities, configurations, safety hazards and control mechanisms d. Company work procedures concerning the assessment of lift requirements and the provision of a quotation for a mobile crane lift e. Costing structures for mobile crane lifts f. Sources of information required to assess lift requirements and provide a quotation for a mobile crane lift g. Procedures and protocols for checking the credit rating of a customer h. Typical problems that may occur when assessing lift requirements and providing a quotation and appropriate related action/solutions i. Prioritising and multi-tasking work j. Focus of operation of work systems and equipment k. Operational procedures for crane crews l. Ability to apply relevant agreements, codes of practice or other legislative requirements m. Ability to identify and correctly assess requirements for equipment, processes and procedures needed during a lift n. Ability to plan own work including predicting consequences and identifying improvements

ASSESS LIFT REQUIREMENTS AND PROVIDE QUOTATION

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to assess lift requirements and provide a quotation for a mobile crane lift, and/or a.2. assess lift requirements and provide quotations for mobile crane lifts in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. interpreting customer requirements for a mobile crane lift a.2. locating, interpreting and applying relevant information a.3. estimating costs and times for a mobile crane lift a.4. assessing the credit rating of a customer a.5. ascertaining weight and dimensions of load and radius requirements and Centre of Gravity (COG) a.6. selecting appropriate crane size and type a.7. communicating effectively in writing and responding to telephone and verbal inquiries a.8. identifying job and site hazards a.9. determining required permits a.10. using appropriate communication strategies and equipment a.11. maintaining workplace records and documentation a.12. applying hierarchy of control and, where necessary, safety precautions appropriate to the task b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant State/Territory regulations and licence/permit requirements pertaining to mobile crane operations b.2. OHS policies and procedures b.3. identification of operational hazards and the use of appropriate hazard minimisation techniques b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. relevant manufacturer's guidelines relating to the assessment of lift requirements for the mobile crane concerned b.6. environmental protection procedures c. Action is taken promptly to report and/or rectify any identified problems in the assessment of lift requirements in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

ASSESS LIFT REQUIREMENTS AND PROVIDE QUOTATION

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory regulatory authorities
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to conduct direct financial transactions as part of courier operations, including operating point of sale equipment, transacting sales, clearing register, and maintaining sales documents.

ELEMENT	PERFORMANCE CRITERIA
1. Operate point of sale equipment	<ul style="list-style-type: none"> a. Point of sale equipment is operated and maintained in line with manufacturer's specifications and workplace procedures b. Procedure for opening the sales equipment or register is followed c. Adequate change is maintained for use in transactions d. Sales equipment/register is closed off in accordance with workplace cash security procedures
2. Transact sale	<ul style="list-style-type: none"> a. Amount owing is calculated and customer advised b. In the case of cash transactions, amount tendered is checked and the correct change is calculated and given
3. Clear register	<ul style="list-style-type: none"> a. Sales equipment/register is cleared and cash transferred at required times in accordance with workplace policy b. Cheques, credit and other non-cash transactions are handled in accordance with workplace policy and procedures c. Due security is maintained when handling cash in accordance with workplace security procedures
4. Maintain sales documents	<ul style="list-style-type: none"> a. Records are completed for all transactions including 'refunds' and 'no sales' b. Adequate supplies of docket, vouchers and point of sale documents are maintained c. Debtor transactions are processed in line with workplace procedures

Range Of Variables

CONDUCT FINANCIAL TRANSACTIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with relevant codes and regulations concerned with the conduct of direct financial transactions during the collection and delivery of valuables, secured products, documents and materials b. Work is performed under general supervision c. Work involves the application of the basic financial transaction principles, routine procedures and regulatory requirements to conduct direct financial transactions as part of courier operations
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Hazards may include: <ul style="list-style-type: none"> c.1. vehicular and pedestrian traffic c.2. uneven ground, steps, road surfaces c.3. dust and vapours c.4. hazardous or dangerous materials c.5. humidity, air temperature and radiant heat c.6. light including UV c.7. noise d. Consultative processes may involve: <ul style="list-style-type: none"> d.1. clients d.2. other employees and supervisors d.3. union representatives d.4. industrial relations and OHS specialists d.5. management d.6. other professional or technical staff d.7. local government authorities e. Finance processing equipment may include: <ul style="list-style-type: none"> e.1. manual and electronic cash registers e.2. EFTPOS and credit card facilities e.3. smart card e.4. manual ticketing resources f. Financial transactions are undertaken within workplace policy and procedures g. Communication may include: <ul style="list-style-type: none"> g.1. mobile and fixed phones g.2. radio g.3. oral, aural or signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

CONDUCT FINANCIAL TRANSACTIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. firearms i.4. two-way radios
3. Sources of information/documents	a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. job specifications a.3. relevant manufacturer's specifications and instructions for the use of transaction equipment a.4. operations manuals a.5. induction documentation a.6. competency standards and training materials a.7. supplier and/or client instructions a.8. material safety data sheets a.9. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. regulatory requirements for conducting financial transactions a.2. relevant Australian Standards and certification requirements a.3. relevant State/Territory privacy legislation a.4. relevant State/Territory OHS regulations and legislation a.5. licensing requirements for driving and carrying particular classes of goods a.6. relevant State/Territory road rules and traffic acts

CONDUCT FINANCIAL TRANSACTIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. conduct direct financial transactions with clients in the courier industry a.2. select and use appropriate mathematical processes when conducting transactions a.3. select and use appropriate aids for carrying out calculations, including calculators and computers a.4. operate point of sale equipment a.5. clear registers in accordance with established procedures a.6. communicate effectively in writing a.7. respond appropriately to telephone and verbal inquiries a.8. identify required credit clearances and transaction limits a.9. use appropriate communication strategies and equipment a.10. locate, interpret and apply relevant information a.11. maintain transaction records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory regulations and requirements related to the conduct of transactions within courier operations b. Relevant OHS and procedures and guidelines c. Risks/hazards when carrying out transactions and related precautions to control security threats d. Operational procedures for the conduct of direct financial transactions with customers in the courier industry e. Contingency planning relating to managing and controlling security threats f. Implications of credit and financial institution codes of practice g. Requirements of courier work systems/operations and relevant equipment h. Ability to identify and correctly use transaction equipment, processes and procedures i. Ability to plan own work including predicting consequences and identifying improvements j. Ability to apply relevant agreements, codes of practice or other legislative requirements k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to safely use correct manual handling techniques
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to conduct financial transactions during courier operations, and/or a.2. conduct financial transactions in an appropriate range of courier operations

CONDUCT FINANCIAL TRANSACTIONS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. conducting direct financial transactions with clients a.2. selecting and using appropriate mathematical processes when conducting transactions a.3. selecting and using appropriate aids for carrying out calculations a.4. operating point of sale equipment a.5. clearing registers in accordance with established procedures a.6. communicating effectively in writing a.7. responding appropriately to telephone and verbal inquiries a.8. identifying required credit clearances and transaction limits a.9. using appropriate communication strategies and equipment a.10. locating, interpreting and applying relevant information a.11. maintaining transaction records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. establishing effective working relationships with clients and colleagues b.2. maintaining confidentiality of customers and workplace operations, and materials carried b.3. regulatory requirements and codes of practice related to the conduct of financial transactions in the courier industry b.4. workplace procedures and instructions for the conduct of direct financial transactions with customers in the courier industry b.5. following manufacturer's guidelines for the use of transaction equipment b.6. procedures for the resolution of issues and problems b.7. applying quality assurance procedures (where existing) b.8. following security procedures <p>c. Action is taken promptly to report any problems in the conduct of transactions in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to maintain financial records in a small business in the transport, warehousing, distribution and/or storage industries, including establishing system requirements, establishing the financial management system, and maintaining the financial reporting systems.

ELEMENT	PERFORMANCE CRITERIA
1. Establish system requirements	<ul style="list-style-type: none"> a. The output requirements of the financial system are established in accordance with business plans and statutory and regulatory obligations b. The system needs and statutory reporting requirements are identified
2. Establish financial management system	<ul style="list-style-type: none"> a. The financial administrative systems established match the identified requirements of the business b. Mechanisms for the review of terms of trade and fee structures are suited to the business's needs and meet industry standards c. Equipment and software needed for the operation of the financial administrative system is identified, acquired and installed in association with relevant accounting and technical staff d. Financial administration, reporting and the performance indicators to be provided by the system are in accordance with business's statutory obligations e. Financial administrative systems are implemented in accordance with planned processes and policies
3. Maintain financial reporting systems	<ul style="list-style-type: none"> a. Financial reports required to monitor business performance, to ensure accurate and timely information on working capital and cash flow, and to meet statutory obligations are accurately prepared to the prescribed format and at the required times b. Financial reports are distributed to the relevant personnel and organisations by the due dates c. Financial administration and reporting systems are evaluated against established performance indicators

Range Of Variables

MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the maintenance of financial records b. Work is performed in either a team or autonomous working situation c. Work involves the application of routine accounting principles and procedures to maintain basic financial records in a small business
2. Worksite environment	<ul style="list-style-type: none"> a. Organisation may include small businesses or semi-autonomous cost centres in the transport, warehousing, transport and/or storage industries b. Customers may be internal or external c. Requirements for work may include: <ul style="list-style-type: none"> c.1. relevant financial and taxation regulations c.2. communications and computing equipment c.3. hours of operation c.4. basic accounting software and documentation d. Financial records may include: <ul style="list-style-type: none"> d.1. invoices d.2. computer spreadsheets d.3. ledgers d.4. wage sheets d.5. tax information e. Financial operations may include: <ul style="list-style-type: none"> e.1. compilation and use of cash receipts and cash payments journals e.2. basic preparation, interpretation and analysis of financial reports e.3. recording and balancing of petty cash transactions for financial records e.4. completion of tax reconciliations and documentation e.5. development and use of debtors and creditors records systems e.6. completion of tax documentation and requirements e.7. reconciliation of bank statements with cash records f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees and supervisors f.2. banking institutions f.3. Australian Taxation Office representatives f.4. suppliers and clients f.5. relevant authorities f.6. other agencies f.7. management f.8. other office or technical staff g. Communications systems may involve: <ul style="list-style-type: none"> g.1. telephone g.2. fax g.3. email g.4. mail

Range of Variables (continued)

MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. workplace procedures h.3. organisational procedures h.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. workplace financial operating procedures and policies a.2. financial and taxation regulations and requirements a.3. invoices, receipts and other financial documentation a.4. journals and ledgers a.5. operations manuals, job specifications and procedures and induction documentation a.6. manufacturer's instructions for the use of calculators, computers and other equipment used in financial operations a.7. relevant Australian and international standards, criteria and certification requirements a.8. competency standards and training materials a.9. supplier and/or client instructions a.10. relevant OHS procedures a.11. quality assurance procedures a.12. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. Australian and State/Territory financial regulations, codes and procedures a.2. Australian and international standards and certification requirements a.3. relevant State/Territory OHS legislation a.4. Australian taxation regulations and requirements relevant to small businesses

MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. establish financial system requirements a.2. establish financial management system a.3. maintain financial reporting systems a.4. liaise with clients, banking institutions, line managers and the like a.5. follow procedures for the maintenance of financial records in a small business a.6. select and use appropriate equipment and work systems a.7. use appropriate communication strategies and equipment a.8. maintain workplace financial records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant agreements, codes of practice and legislative requirements pertaining to the maintenance of financial records in a small business or cost centre b. Relevant OHS and environmental procedures and regulations c. Workplace procedures for the maintenance of financial records in a small business or cost centre, including: <ul style="list-style-type: none"> c.1. compilation and use of cash receipts and cash payments journals c.2. basic preparation, interpretation and analysis of financial reports c.3. recording and balancing of petty cash transactions for financial records c.4. completion of tax reconciliations and documentation c.5. development and use of debtors and creditors records systems c.6. completion of tax documentation and requirements c.7. reconciliation of bank statements with cash records d. Contacts and sources of information/documentation needed when maintaining financial records in a small business or cost centre e. Customer service policies and procedures f. Documentation requirements of banking institutions, governments and clients g. Accounting and auditing processes h. Financial control procedures i. Debt control processes j. Ability to identify, read and interpret the various types of financial documentation and their appropriate usage k. Ability to read and interpret instructions and procedures for the use of calculation and computer equipment required to maintain financial records in a small business or cost centre l. Ability to use relevant communications systems and equipment when maintaining financial records m. Ability to use relevant computerised systems for communication and document generation n. Ability to correctly and accurately carry out workplace procedures for the maintenance of financial records

MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

4. Resource implications	a. Access is required to opportunities to: a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain financial records in a small business or cost centre, and/or a.2. maintain financial records in an appropriate range of operational small business or cost centre contexts
5. Consistency in performance	a. Applies underpinning knowledge and skills when: a.1. establishing financial system requirements a.2. establishing financial management system a.3. maintaining financial reporting systems a.4. liaising with clients, banking institutions, line managers and the like a.5. following procedures for the maintenance of financial records in a small business a.6. selecting and using appropriate equipment and work systems a.7. using appropriate communication strategies and equipment a.8. maintaining workplace financial records and documentation b. Shows evidence of application of relevant workplace procedures including: b.1. relevant codes of practice and legislative requirements including financial and taxation regulations b.2. workplace procedures and instructions for the maintenance of financial records (including security and housekeeping procedures) b.3. relevant OHS policies and procedures b.4. establishing effective working relationships with clients, colleagues and others b.5. modifying activities (within scope of authority) to cater for variations in workplace contexts and environment b.6. effectively negotiating to resolve issues and problems c. Action is taken promptly to report and/or rectify any identified problems in the maintenance of financial records in accordance with relevant regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail

MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. by the Registered Training Organisation in a workplace simulated facility with relevant equipment, simulated financial transactions, work instructions and deadlines, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	3	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to organise freight invoicing and payment, including preparing invoices, coordinating documentation, and processing payments.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare invoices	<ul style="list-style-type: none"> a. Purchase order or documentation regarding request for invoice is registered, validated and filed appropriately b. Payment method, timing and ,where required, currency and exchange rates are noted on the documentation c. Invoice documents which commit the business to providing goods and services are registered and sourced d. An invoice is raised listing items in a full, clear, legible and unambiguous description e. Invoice original is checked and authorised by a signatory at an appropriate level f. Required documentation is forwarded to business or organisation requesting invoice g. Invoice details are recorded and filed in accordance with workplace policy
2. Coordinate documentation	<ul style="list-style-type: none"> a. Chart of accounts is checked at the end of the agreed period to verify payment or outstanding debt(s) against invoice(s) raised b. Debtor's ledger is produced from balance sheet c. Follow-up contacts of any outstanding account(s) are made according to workplace policy d. Monthly statements are cross-checked at required intervals e. Reminder notices are forwarded to customers in accordance with workplace policy
3. Process payments	<ul style="list-style-type: none"> a. Workplace policy and any particular contractual requirements are followed when making payments b. Records of payments and any required government returns are completed and filed c. Payments received are registered d. Receipts are attached to payments with any corresponding documents and filed appropriately e. Receipts are forwarded to customers f. Files are retained according to archival regulations for audit purposes

Range Of Variables

ORGANISE FREIGHT INVOICING AND PAYMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in organising freight invoicing and payment b. Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives d. Work involves responsibility for the organising of freight invoicing and payment and the provision of leadership of others either individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium or small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Invoices may be raised manually (typed/written) or computer-generated by authorised personnel e. Transactions may be in Australian or foreign currency f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees and supervisors f.2. customers and suppliers f.3. management and union representatives f.4. industrial relations and OHS specialists f.5. other professional or technical staff, contractors and maintenance personnel g. Communications systems may involve: <ul style="list-style-type: none"> g.1. telephone g.2. fax g.3. email g.4. electronic data transfer of information (EDI) g.5. mail h. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> h.1. company plans/procedures h.2. enterprise plans/procedures h.3. organisational plans/procedures h.4. established plans/procedures

Range Of Variables (continued)

ORGANISE FREIGHT INVOICING AND PAYMENT

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. procedures for the organisation of freight invoicing and payment a.2. workplace records of invoices and payments a.3. customer/client instructions and assessed requirements a.4. legislation, regulations and related documentation relevant to business operations a.5. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.6. invoices and receipts a.7. relevant agreements, codes of practice including the National Standards for Services and Operations a.8. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.9. workplace financial procedures and processes a.10. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.11. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. taxation and trading regulations relevant to business operations a.3. relevant Australian and State/Territory OHS legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations a.6. hazardous substances and dangerous goods codes a.7. relevant Australian standards and certification requirements a.8. licence, patent or copyright arrangements

ORGANISE FREIGHT INVOICING AND PAYMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare invoices, receipts and bills of sale in appropriate forms a.2. coordinate documentation a.3. analyse contract requirements and identify requirements for organisation, suppliers and customers a.4. manage own work to achieve organisational goals and required results a.5. suggest improvements to invoicing, billing and filing operations a.6. identify issues surrounding accounts management in relation to foreign currency exchange rates, enterprise and government requirements a.7. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant and regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the organisation of freight invoicing and payment d. Relevant workplace business management policies and practices, including requirements for accounts, payments and record keeping e. Legal and commercial requirements for the work f. Focus of operation of financial systems, resources, management and workplace operating systems g. Resource availability including the processing capacity of equipment and software systems for planning activities h. Typical problems that can occur when organising freight invoicing and payment and related appropriate action that can be taken i. Ability to process invoices and payments j. Ability to negotiate and communicate effectively with clients k. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise freight invoicing and payment, and/or a.2. organise freight invoicing and payment in an appropriate range of operational contexts

ORGANISE FREIGHT INVOICING AND PAYMENT

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. preparing invoices, receipts and bills of sale in appropriate forms a.2. coordinating documentation a.3. analysing contract requirements and identifying requirements for organisation, suppliers and customers a.4. managing own work to achieve organisational goals and required results a.5. suggesting improvements to invoicing, billing and filing operations a.6. identifying issues surrounding accounts management in relation to foreign currency exchange rates, enterprise and government requirements a.7. providing customer/client service and working effectively with others b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the organising of freight invoicing and payment b.4. customer service guidelines and procedures b.5. guidelines relating to the use of relevant equipment b.6. issue resolution and grievance procedures c. Action is taken promptly to report and/or take appropriate action on any problems concerning the organising of freight invoicing and payment in accordance with workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	3	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to administer international trading accounts, including calculating ratings on international movement of goods, negotiating and confirming financial terms of trade with customer, monitoring and addressing market changes in international freight forwarding, and completing all required documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Calculate ratings on international movement of goods	<ul style="list-style-type: none"> a. Ratings are calculated for the international movement of goods based on the type of transport mode(s), including single or multi-modal and the type and shipping requirements for goods b. Over-ride discounts and rebates for shipments are identified c. International currency rates and exchange regulations are confirmed d. Consolidated rate schedule is established e. Cost of routing schedule is established using consolidated rate schedule
2. Negotiate and confirm financial terms of trade with customer	<ul style="list-style-type: none"> a. Credit rating for customer is established in accordance with workplace procedures b. Terms of trade, method of payment and currency arrangements are negotiated and confirmed with customer in accordance with workplace procedures and code of practice requirements c. Payment terms with banks and suppliers are negotiated and confirmed in accordance with workplace procedures d. Insurance requirements for security of payment and security of goods in transit are assessed and confirmed with customer and agents
3. Monitor and address market changes in international freight forwarding	<ul style="list-style-type: none"> a. Changes in international markets are constantly monitored in accordance with workplace procedures b. Alternative strategies and processes for forwarding goods is generated and confirmed with customers and agents where required c. Analysis of future freight forward projections and market trends are undertaken for customers as requested
4. Complete documentation	<ul style="list-style-type: none"> a. Accounts with banks, customers, suppliers, agents and the like are maintained in accordance with workplace procedures and current legislation b. Trading accounts in relation to the identified performance measures are regularly monitored and reviewed c. Documentation is completed and secured in accordance with workplace requirements

Range Of Variables

ADMINISTER INTERNATIONAL TRADING ACCOUNTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the export of freight b. Work is performed under general supervision c. Work involves the application of established workplace procedures to administer international trading accounts
2. Worksite environment	<ul style="list-style-type: none"> a. Work activities may cover trading accounts related to the international movement of freight and may be conducted by day or night b. Customers may be internal or external c. Requirements for work may include: <ul style="list-style-type: none"> c.1. site restrictions and procedures c.2. communications equipment c.3. international markets c.4. authorities and permits c.5. international codes of practice c.6. international financial control and exchange regulations d. Methods of payment may include: <ul style="list-style-type: none"> d.1. open accounts d.2. cash against documents d.3. factoring d.4. consignments d.5. bills of exchange d.6. letters of credit e. Currency arrangements may include: <ul style="list-style-type: none"> e.1. foreign bank accounts e.2. forward rates e.3. spot rates e.4. dollar rates f. Changes in international markets may include: <ul style="list-style-type: none"> f.1. foreign bank accounts f.2. fluctuations in exchange rates f.3. changes to government regulations f.4. pricing variations by customers and shipping lines f.5. transit delays and strikes g. Forms of freight transport may include: <ul style="list-style-type: none"> g.1. road g.2. rail g.3. sea g.4. air g.5. multi-modal h. Communications systems may involve: <ul style="list-style-type: none"> h.1. telephone h.2. fax h.3. email h.4. electronic data transfer of information (EDI) h.5. mail

Range of Variables (continued)

ADMINISTER INTERNATIONAL TRADING ACCOUNTS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, potential customers and existing clients i.3. relevant authorities i.4. shipping lines i.5. banking institutions i.6. other agencies i.7. management and union representatives i.8. OHS specialists i.9. maintenance, professional or technical staff j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. workplace procedures j.3. organisational procedures j.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. operations manuals, job specifications and procedures and induction documentation a.2. trading documentation, including trading accounts, consignment notes, bills of exchange, letters of credit a.3. financial and trading records a.4. workplace operating procedures and policies a.5. manufacturer's/client specifications, instructions and labelling advice including material safety data sheets a.6. competency standards and training materials a.7. supplier and/or client instructions a.8. Australian and international standards, criteria and certification requirements a.9. communications technology equipment, oral, aural or signed communications a.10. OHS procedures a.11. quality assurance procedures a.12. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. international transport regulations, codes and procedures a.2. relevant regulations for the import and export of cargo a.3. regulations and codes of practice for international trading accounts and the import and export of cargo a.4. Australian and international standards and certification requirements a.5. dangerous goods and hazardous substances codes and regulations a.6. relevant State/Territory OHS legislation a.7. relevant State/Territory environmental protection legislation a.8. other regulations and legislative requirements pertaining to embargo's, tariffs, quota's and prohibited goods

ADMINISTER INTERNATIONAL TRADING ACCOUNTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify relevant documentation a.2. handle international trading accounts a.3. communicate effectively with international and domestic banks, governments, clients, suppliers and agents a.4. determine required permits, licences a.5. select appropriate equipment and work systems a.6. use appropriate communication strategies and equipment a.7. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant agreements, codes of practice and legislative requirements including international trade and freight regulations b. Relevant OHS and environmental procedures and regulations c. Workplace procedures for the administration of international trading accounts d. Contacts and sources of information/documentation needed when carrying out the administration of international trading accounts e. Customer service policies and procedures f. Documentation requirements of international and domestic banks, governments, clients, suppliers and agents g. Aspects of contract law relevant to the administration of international trading accounts h. Payment terms and procedures for method of international payments i. Operational procedures for document control j. International legislation regarding carriage of goods k. Banking procedures and exchange rates l. Ability to identify, read and interpret the various types of international trading documentation and their appropriate usage m. Ability to read and interpret instructions, procedures and labels relevant to the international transport of freight n. Ability to negotiate contract requirements and issues related to international trading accounts o. Ability to prioritise work and coordinate self in relation to others p. Ability to select and use relevant communications equipment when administering international trading accounts q. Ability to select and use relevant computerised systems and equipment for calculations and document generation

ADMINISTER INTERNATIONAL TRADING ACCOUNTS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to compile and process export documentation, and/or a.2. compile and process export documentation in an appropriate range of operational transport and distribution contexts involving relevant export documentation and various documentation generation and communication equipment
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying relevant documentation a.2. handling international trading accounts a.3. communicating effectively with international and domestic banks, governments, clients, suppliers and agents a.4. determining required permits, licences a.5. selecting appropriate equipment and work systems a.6. using appropriate communication strategies and equipment a.7. maintaining workplace records and documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including international freight and trade regulations b.2. OHS policies and procedures b.3. workplace procedures and instructions for the administration of international trading accounts, including security procedures b.4. establishing effective working relationships with clients and others b.5. modifying activities (within scope of authority) to cater for variations in workplace contexts and environment b.6. effectively negotiating to resolve issues and problems b.7. environmental protection procedures c. Action is taken promptly to report and/or rectify any identified export documentation problems in accordance with relevant regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail

ADMINISTER INTERNATIONAL TRADING ACCOUNTS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. by the Registered Training Organisation in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	3	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to prepare and process financial documents, including recording and balancing petty cash transactions, balancing all other transactions, rectifying discrepancies as directed, preparing invoices for debtors, and preparing and process banking documents.

ELEMENT	PERFORMANCE CRITERIA
1. Record and balance petty cash transactions	<ul style="list-style-type: none"> a. Petty cash vouchers are prepared in accordance with workplace procedures b. Petty cash claims and vouchers are checked for accuracy and authenticity before processing c. Petty cash transactions are recorded d. Irregularities are noted and referred to nominated person/section in accordance with workplace procedures
2. Balance all transactions	<ul style="list-style-type: none"> a. Transactions are presented to nominated person/section for checking in accordance with workplace procedures b. Invoices for payment to creditors are reconciled in accordance with workplace procedures c. Discrepancies between invoices and delivery notes/service agreements are identified and reported for resolution in accordance with workplace procedures d. Errors in invoice charges are identified and corrective action undertaken within scope of authority in accordance with workplace procedures
3. Rectify discrepancies as directed	<ul style="list-style-type: none"> a. Correct and authorised invoices are processed for payment and, where required, entered into financial records b. Creditor enquiries are resolved within scope of authority or referred to other personnel in accordance with workplace procedures
4. Prepare invoices for debtors	<ul style="list-style-type: none"> a. Preparatory calculations are performed to produce accurate invoices b. Relevant documentation is completed to ensure accuracy of contents c. Invoices are distributed to nominated personnel for verification prior to despatch d. Verified invoices are despatched within designated timelines e. Verified figures are entered into financial journals f. Documents are filed for auditing purposes and, if required, follow-up action
5. Prepare and process banking documents	<ul style="list-style-type: none"> a. Financial transactions are listed on deposit forms in accordance with financial institution's requirements b. Pay-in documentation is balanced with all financial calculations c. Financial institution deposit totals are balanced with internal records d. Deposits are lodged with the financial institution

Range Of Variables

PREPARE AND PROCESS FINANCIAL DOCUMENTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant financial codes of practice and regulations b. Work is performed under general supervision c. Work involves the application of routine principles and procedures to prepare and process financial documents
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of organisations in the transport, warehousing, distribution and/or storage industries and may be conducted by day or night b. Customers may be internal or external c. Requirements for work may include: <ul style="list-style-type: none"> c.1. site restrictions and procedures c.2. use of safety and personal protection equipment c.3. specified loading operations c.4. communications equipment c.5. hours of operation c.6. authorities and permits c.7. financial regulations and processes c.8. privacy and security procedures d. Processing of financial documents may include: <ul style="list-style-type: none"> d.1. recording and balancing petty cash transactions d.2. balancing all transactions d.3. rectifying discrepancies as directed d.4. preparing invoices for debtors d.5. preparing and processing banking documents e. Lodgement of transactions with financial institutions may include: <ul style="list-style-type: none"> e.1. electronic banking e.2. manual processes including the use of third parties f. Preparation of documentation is undertaken within scope of authority g. Business source documents may include: <ul style="list-style-type: none"> g.1. electronic banking g.2. requisitions g.3. orders g.4. service statements g.5. invoices and receipts g.6. despatch and receival notes g.7. credit notes g.8. statements g.9. sales tax statements g.10. consignment notes h. Communications systems may involve: <ul style="list-style-type: none"> h.1. telephone h.2. fax h.3. email h.4. electronic data transfer of information (EDI) h.5. mail

Range of Variables (continued)

PREPARE AND PROCESS FINANCIAL DOCUMENTS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>i. Consultative processes may involve:</p> <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, potential customers and existing clients i.3. relevant authorities i.4. banking institutions i.5. other agencies i.6. management and union representatives i.7. OHS specialists i.8. other maintenance, professional or technical staff <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. workplace procedures j.3. organisational procedures j.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. operations manuals, job specifications and procedures and induction documentation a.2. guidelines concerning relevant financial regulations, codes and procedures including relevant taxation requirements a.3. competency standards and training materials a.4. manufacturer's/client specifications, instructions and labelling advice including material safety data sheets a.5. workplace operating procedures and policies a.6. supplier and/or client instructions a.7. Australian and international standards, criteria and certification requirements a.8. communications technology equipment, oral, aural or signed communications a.9. OHS procedures a.10. quality assurance procedures a.11. security procedures

Range of Variables (continued)

PREPARE AND PROCESS FINANCIAL DOCUMENTS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant financial regulations, codes and procedures including relevant taxation requirementsa.2. Australian and international standards and certification requirementsa.3. relevant State/Territory OHS legislationa.4. relevant State/Territory environmental protection legislationa.5. International transport regulations, codes and procedures

PREPARE AND PROCESS FINANCIAL DOCUMENTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. record and balance petty cash transactions a.2. balance all transactions a.3. rectify discrepancies as directed a.4. prepare and process invoices, payments and financial transactions a.5. prepare and process banking documents a.6. follow procedures for the lodgement of documents a.7. select and use appropriate equipment and work systems a.8. use appropriate communication strategies and equipment a.9. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant financial regulations, codes and procedures including pertinent taxation documentation requirements b. Relevant OHS and environmental procedures and regulations c. Workplace procedures for the preparing and processing financial documents d. Contacts and sources of information/documentation needed for the preparation and processing of financial documents e. Customer service policies and procedures f. Documentation requirements of banking institutions, governments and other relevant agencies g. Ability to identify, read and interpret the various types of financial documentation and their appropriate usage h. Problems that may occur when preparing and processing financial documents and appropriate action and solutions i. Ability to perform required calculations both manually and with the aid of relevant equipment and calculators j. Ability to read and interpret instructions and procedures relevant to the preparation and processing of financial documents k. Ability to select and use relevant equipment when preparing and processing financial documents, including the use of an appropriate range of office equipment, computer systems and financial software packages
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to prepare and process financial documents, and/or a.2. prepare and process financial documents in an appropriate range of operational contexts

PREPARE AND PROCESS FINANCIAL DOCUMENTS

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. recording and balancing petty cash transactions a.2. balancing all transactions a.3. rectifying discrepancies as directed a.4. preparing and processing invoices, payments and financial transactions a.5. preparing and processing banking documents a.6. following procedures for the lodgement of documents a.7. selecting and using appropriate equipment and work systems a.8. using appropriate communication strategies and equipment a.9. maintaining workplace records and documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. guidelines concerning relevant financial regulations, codes and procedures including relevant taxation requirements b.2. workplace procedures and instructions concerning the preparation and processing of financial documents (including security and housekeeping procedures) b.3. OHS policies and procedures b.4. establishing effective working relationships with colleagues b.5. modifying activities (within scope of authority) to cater for variations in workplace contexts and environment b.6. effectively negotiating to resolve issues and problems b.7. environmental protection procedures c. Action is taken promptly to report and/or rectify any problems in preparing and processing financial documents in accordance with relevant regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	2	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to conduct courier/delivery cash transactions, including establishing price with customers, conducting transaction safely and securely, and recording transaction details.

ELEMENT	PERFORMANCE CRITERIA
1. Establish price with customers	<ul style="list-style-type: none"> a. Cost of delivery/operation is confirmed with customer b. Customer queries are answered courteously and accurately c. Pricing structure is explained within workplace guidelines as required d. Bill/invoice is presented to customer
2. Conduct cash transaction	<ul style="list-style-type: none"> a. Cash handed to courier/deliverer is checked and securely stored b. Change is given in appropriate denomination coins/notes c. Rounding of price is undertaken within workplace policy d. Appropriate security measures are taken when carrying out the cash transaction in accordance with workplace procedures
3. Record cash transaction details	<ul style="list-style-type: none"> a. Invoice/bill is receipted or receipt provided to customer in accordance with workplace policy b. Record of transaction is made and kept c. Records at base are updated upon return to reflect transactions

Range Of Variables

CONDUCT COURIER/DELIVERY CASH TRANSACTIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes and regulations concerned with the conduct of cash transactions during the collection and delivery of valuables, secured products, documents and materials b. Work is performed under general supervision c. Work involves the application of the basic cash transaction principles, routine procedures and regulatory requirements to conduct cash transactions as part of courier/delivery operations
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Hazards may include: <ul style="list-style-type: none"> c.1. vehicular and pedestrian traffic c.2. uneven ground, steps, road surfaces c.3. dust and vapours c.4. hazardous or dangerous materials c.5. humidity, air temperature and radiant heat c.6. light including UV c.7. noise d. Consultative processes may involve: <ul style="list-style-type: none"> d.1. clients d.2. other employees and supervisors d.3. union representatives d.4. industrial relations and OHS specialists d.5. management d.6. other professional or technical staff d.7. local government authorities e. Transactions may involve coins and notes f. Cash transactions and completion of related transaction records are undertaken in accordance with workplace policy and procedures g. Communication may include: <ul style="list-style-type: none"> g.1. mobile and fixed phones g.2. radio g.3. oral, aural or signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. firearms i.4. two-way radios

Range Of Variables (continued)

CONDUCT COURIER/DELIVERY CASH TRANSACTIONS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. job specifications a.3. relevant manufacturer's specifications and instructions for the use of transaction equipment a.4. operations manuals a.5. induction documentation a.6. competency standards and training materials a.7. supplier and/or client instructions a.8. material safety data sheets a.9. codes of practice and regulations concerning cash transaction a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. regulatory requirements for conducting cash transactions a.2. relevant Australian Standards and certification requirements a.3. relevant State/Territory privacy legislation a.4. relevant State/Territory OHS regulations and legislation

CONDUCT COURIER/DELIVERY CASH TRANSACTIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. conduct cash transactions with clients in the courier industry a.2. select and use appropriate mathematical processes when conducting transactions a.3. select and use appropriate aids for carrying out calculations, including calculators and computers a.4. communicate effectively in writing a.5. respond appropriately to telephone and verbal inquiries a.6. identify required credit clearances and transaction limits a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information a.9. maintain transaction records and documentation a.10. apply hierarchy of hazard control a.11. use where necessary safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State /Territory regulations and requirements related to the conduct of transactions within courier operations b. Relevant OHS procedures and guidelines c. Risks/hazards when carrying out cash transactions and related precautions to control security threats d. Operational procedures for the conduct of cash transactions with customers in the courier industry e. Contingency planning relating to managing and controlling security threats f. Implications of financial regulations and codes of practice g. Requirements of courier work systems/operations and relevant equipment h. Ability to identify and correctly use equipment, processes and procedures i. Ability to plan own work including predicting consequences and identifying improvements j. Ability to apply relevant agreements, codes of practice or other legislative requirements k. Ability to modify activities depending on differing workplace contexts, risk situations and environments
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to conduct cash transactions during courier operations, and/or a.2. conduct cash transactions in an appropriate range of courier operations

CONDUCT COURIER/DELIVERY CASH TRANSACTIONS

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. conducting cash transactions with clients in the courier industry a.2. selecting and using appropriate mathematical processes when conducting transactions a.3. selecting and using appropriate aids for carrying out calculations, including calculators and computers a.4. responding appropriately to telephone and verbal inquiries a.5. identifying required credit clearances and transaction limits a.6. using appropriate communication strategies and equipment a.7. locating, interpreting and applying relevant information a.8. maintaining transaction records and documentation a.9. applying hierarchy of hazard control a.10. using where necessary safety precautions appropriate to the task b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. establishing effective working relationships with clients and colleagues b.2. maintaining confidentiality of customers and workplace operations, and materials carried b.3. regulatory requirements and codes of practice related to the conduct of cash transactions in the courier industry b.4. workplace procedures and instructions for the conduct of cash transactions with customers in the courier industry b.5. following manufacturer's guidelines for the use of equipment b.6. procedures for the resolution of issues and problems b.7. following security procedures c. Action is taken promptly to report any problems in the conduct of cash transactions in accordance with workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

TDTQ1101A MAINTAIN PETTY CASH ACCOUNT

Field Q Financial Management

DESCRIPTION:

This unit involves the skills and knowledge required to maintain petty cash account customers in accordance with workplace requirements, including preparing petty cash documentation and conducting cash transactions.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare petty cash documentation	<ul style="list-style-type: none">a. Requests for petty cash advances are validated and required vouchers preparedb. Petty cash claims are validated and attached receipts checkedc. Claim documentation is prepared and checked for accuracy before processingd. Claims and vouchers are presented to nominated person/section for checking and approval appropriate to workplace limitse. Irregularities are noted and referred to nominated person/section for resolutionf. Details of claims and vouchers are recorded to enable tracing and balancing of cash holding
2. Conduct cash transactions	<ul style="list-style-type: none">a. Petty cash is provided against claims and vouchers from cash holdingb. Petty cash returns are secured and return receipts providedc. Petty cash returns are documented to enable tracing and balancing of cash holdingd. Documented transactions are reconciled against cash helde. Cash is drawn using workplace procedures to maintain a balance appropriate to normal transaction levelsf. Cash is secured in accordance with workplace security requirements

Range Of Variables

MAINTAIN PETTY CASH ACCOUNT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of petty cash accounts b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the maintenance of petty cash accounts as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Equipment may include: <ul style="list-style-type: none"> d.1. filing and record keeping system d.2. cash holding box/system d.3. cash transaction record book d.4. relevant computer software e. Recording mechanisms/systems may be paper-based or electronic f. Business source documents may include, but are not exclusive to: <ul style="list-style-type: none"> f.1. purchase requisitions f.2. invoices f.3. delivery dockets f.4. bank statements f.5. cash register rolls f.6. purchase orders f.7. receipts f.8. credit notes f.9. remittance advice f.10. deposit books g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. current and potential customers h.3. suppliers, customers and clients h.4. relevant authorities and institutions h.5. management and union representatives h.6. industrial relations and OHS specialists i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange (EDI) i.3. fax i.4. e-mail i.5. Internet i.6. RF systems i.7. oral, aural or signed communications

Range Of Variables (continued)

MAINTAIN PETTY CASH ACCOUNT

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures k. Personal protection equipment may include: <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. high visibility clothing
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies concerning petty cash transactions including security procedures a.2. codes of practice and regulations relevant to petty cash accounts a.3. operations manuals, job specifications and induction documentation a.4. manufacturer's specifications for equipment a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. relevant Australian standards and certification requirements a.7. quality assurance procedures a.8. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations for the provision of credit services a.2. privacy legislation a.3. conditions of credit extension policies and related government legislation a.4. audit and financial legislation a.5. relevant State/Territory OHS and environmental protection legislation a.6. workplace relations regulations a.7. workers compensation regulations

MAINTAIN PETTY CASH ACCOUNT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare petty cash documentation a.2. conduct cash transactions a.3. locate, interpret and apply relevant information a.4. work effectively with others a.5. maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication a.7. follow the designated work plan for the job a.8. apply stringent credit approval facilities
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Codes of practice and regulations relevant to the maintenance of petty cash accounts b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the maintenance of petty cash accounts d. Focus of operation of work systems, equipment, management and site operating systems for the maintenance of petty cash accounts e. Problems that may occur when maintaining petty cash accounts and appropriate action that can be taken to resolve the problems f. Documentation requirements for the maintenance of petty cash accounts g. Instruments of payment including letters of credit, cheques, promissory notes, bank drafts etc. h. Ability to: <ul style="list-style-type: none"> h.1. select and use relevant computer/communication/office equipment h.2. modify activities depending on differing workplace contexts, risk situations and environments h.3. solve problems that arise when maintaining petty cash accounts h.4. read and interpret instructions, procedures and information relevant to the maintenance of petty cash accounts h.5. negotiate, communicate and liaise effectively with customers h.6. use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain a petty cash account, and/or a.2. maintain petty cash accounts in an appropriate range of operational contexts

MAINTAIN PETTY CASH ACCOUNT

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. preparing petty cash documentation a.2. conducting cash transactions a.3. locating, interpreting and applying relevant information a.4. working effectively with others a.5. maintaining workplace records a.6. following the designated work plan for the job a.7. applying credit approval facilities b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to petty cash transactions b.2. Australian and international regulations and codes of practice for the transport of dangerous goods, explosives and hazardous substances b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions (including housekeeping, privacy and security procedures) b.5. manufacturer's instructions for the use of equipment b.6. procedures for the use of personal protection equipment b.7. obtaining assistance from other team members when required b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the maintenance of petty cash accounts in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to sell products and services in accordance with regulatory and workplace requirements, including preparing for financial transactions, promoting products and services, selling products and/or services, processing refunds, and reconciling financial transactions.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for financial transactions	<ul style="list-style-type: none"> a. Float, goods and services are prepared in accordance with workplace policies and procedures b. Point of sale is established to meet workplace requirements and standards
2. Promote products and services	<ul style="list-style-type: none"> a. Strategies to promote products and services are developed in accordance with workplace policies and procedures b. Strategies to promote products and services are implemented in accordance with workplace procedures
3. Sell products or services	<ul style="list-style-type: none"> a. Product knowledge is applied when answering customer inquiries b. Sales transactions are conducted in a courteous manner to the customer's satisfaction c. The price is correctly calculated and charged and the correct change and receipt is issued
4. Process refunds	<ul style="list-style-type: none"> a. Claim for refund is substantiated in accordance with company procedures b. Refund claim application processes are completed to ensure transaction details are recorded c. The customer refund is correctly calculated and issued in a courteous manner
5. Reconcile financial transactions	<ul style="list-style-type: none"> a. The value of money and vouchers issued and refunded is calculated to enable reconciliation against total sales to validate cash on hand b. Money, good, service entitlements and reconciliation documents are secured in accordance with workplace requirements

Range Of Variables

SELL PRODUCTS AND SERVICES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace requirements and relevant trade practices regulations b. Work is performed under some supervision, generally within a team environment c. Work involves the application of regulatory requirements and workplace procedures when selling products and services in the transport and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments b. Goods and services may include: <ul style="list-style-type: none"> b.1. tickets b.2. vouchers b.3. items sold on an occasional basis such as surplus equipment or stock b.4. marketing or promotional items c. Equipment may include: <ul style="list-style-type: none"> c.1. point of sale equipment c.2. ticket machines c.3. pricing equipment c.4. electronic calculators d. Customers may include employees or external customers e. Service entitlements may include tickets for travel or admission and vouchers to be exchanges for services f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. customers and potential customers f.2. other workplace personnel f.3. supervisors and managers f.4. representatives of travel agencies and sales outlets f.5. official representatives g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. phone g.2. fax g.3. e-mail/Internet g.4. electronic data interchange (EDI) g.5. face-to-face communication and memos g.6. signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

SELL PRODUCTS AND SERVICES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for selling products and services a.2. work instructions, job description and induction materials a.3. pricing information including catalogues and computerised information a.4. published or computerised information on available products and services a.5. manufacturer's specifications for office and communications equipment and materials a.6. relevant OHS requirements and policies a.7. relevant codes of practice and regulations, including trade practice and consumer protection regulations a.8. award, enterprise bargaining agreement and other industrial arrangements a.9. customer service and quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to sales of products and services, including trade practice and consumer protection requirements a.2. relevant State/Territory OHS legislation a.3. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action legislation a.4. workers compensation regulations

SELL PRODUCTS AND SERVICES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare for financial transactions a.2. promote products and services a.3. use effective selling techniques a.4. courteously answer customer inquiries a.5. calculate prices a.6. use point of sale and ticketing equipment a.7. process refunds a.8. reconcile financial transactions
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations and codes of practice relevant when selling products and services b. Relevant OHS procedures and guidelines c. Workplace procedures and policies for selling products and services d. Workplace knowledge requirements relevant to selling products and services, including: <ul style="list-style-type: none"> d.1. knowledge of the tourism industry and franchising arrangements d.2. Australian and international transport industry guidelines d.3. workplace products and services d.4. insurance and public liability d.5. consumer laws and Trade Practice requirements d.6. transport system fare structure and schedules d.7. advertising policies e. Equipment, and materials used when selling products and services and precautions, and procedures that should be followed in their use f. Problems that may occur when selling products and services and appropriate action that can be taken to resolve the problems g. Documentation and record requirements h. Communication and negotiation requirements when selling products and services i. Ability to: <ul style="list-style-type: none"> i.1. select and use relevant office and communications equipment and materials when selling products and services i.2. market and promote products and services i.3. communicate and negotiate effectively with others i.4. create promotional layouts i.5. network with others in travel agencies and sales outlets i.6. read and interpret instructions, procedures and information relevant to selling products and services i.7. carry out research activities required when selling products and services i.8. write and prepare reports and other documents required within workplace activities

Evidence Guide (continued)

SELL PRODUCTS AND SERVICES

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to sell products and services, and/or</p> <p>a.2. sell products and services in an appropriate range of operational contexts</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. preparing for financial transactions</p> <p>a.2. promoting products and services</p> <p>a.3. selling products and services</p> <p>a.4. answering customer inquiries</p> <p>a.5. calculating prices</p> <p>a.6. using point of sale and ticketing equipment</p> <p>a.7. processing refunds</p> <p>a.8. reconciling financial transactions</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. workplace procedures and instructions</p> <p>b.3. manufacturer's instructions for equipment and materials</p> <p>b.4. procedures for the use of relevant personal protection equipment</p> <p>b.5. customer service and quality assurance procedures and policies</p> <p>b.6. OHS regulations and hazard prevention policies and procedures</p> <p>c. Action is taken promptly to report any incidents or difficulties when selling products and services in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	2	1	1	2	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to monitor the performance of contracted suppliers of goods/materials/services including administering the supplier contract, carrying out performance evaluation and completing all required documentation concerning the contract.

ELEMENT	PERFORMANCE CRITERIA
1. Administer supplier contract	<ul style="list-style-type: none"> a. Procedures for the receipt of supplied goods/materials/services are documented and implemented within the workplace b. Supplied goods/material/services are assessed for conformity to contracted requirements including price, quantity, quality and delivery schedules c. Non-conformance of supplier with contracted requirements are accurately detailed d. Actions to rectify non-conformance are undertaken in accordance with enterprise procedures and within scope of authority e. Issues of non-conformance beyond scope of authority are referred to designated personnel in accordance with enterprise operating procedures
2. Complete documentation	<ul style="list-style-type: none"> a. Annotations and performance assessment/evaluations are completed and appended to supplier file b. Action taken in regards to non-conformance of contracted requirements is documented and appended to supplier file c. System records are maintained and updated in accordance with enterprise information management system and, where applicable, regulatory requirements

Range Of Variables

MONITOR SUPPLIER PERFORMANCE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in monitoring supplier performance. This includes the application of workplace procedures to specified workplace operations to monitor and report on the performance of supply contractors. b. Work is performed under general guidance on progress and outcomes of work. c. A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it. d. Work involves responsibility for resource coordination and allocation and the provision of leadership of others either individually or in teams.
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site location a.2. large, medium or small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve customer and supplier contact and coordination d. The key requirement of this unit is to interpret the data and provide appropriate, timely information on the outcomes of data analysis to appropriate personnel e. Contracts may be for singular or continuous supply f. Document/data interchange may be electronic or paper-based g. Suppliers may include domestic and international contractors, corporations and government agencies h. Contract non-conformance must be demonstrable i. Relevant regulations/legislation may be related to: <ul style="list-style-type: none"> i.1. contract disputation i.2. confidentiality i.3. goods regulatory requirements i.4. probity j. Consultative processes may involve: <ul style="list-style-type: none"> j.1. other employees and supervisors j.2. customers and suppliers j.4. management and union representatives j.5. industrial relations, Occupational Health and Safety specialists j.6. other professional or technical staff, contractors and maintenance personnel k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures

Range Of Variables (continued)

MONITOR SUPPLIER PERFORMANCE

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. relevant supply contracts and agreements a.2. quality or enterprise work specifications and procedures a.3. manufacturer's specifications and/or suppliers handling and storage advice, workplace procedures, policies and instructions a.4. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.5. supplier and/or client instructions a.6. material safety data sheets a.7. relevant agreements, codes of practice including the national standards for manual handling and the industry safety code a.8. legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection a.9. reports of accidents and incidents within regulatory requirements and enterprise procedures a.10. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.11. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. equal employment legislation and related policies a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

MONITOR SUPPLIER PERFORMANCE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. monitor the performance of supply contractors a.2. suggest improvements to supply operations and negotiate changes a.3. mediate and resolve issues surrounding supply, maximising positive outcomes for the organisation and the individuals within it a.4. apply techniques to encourage appropriate participation of team/group members and external organisations or individuals with relevant expertise a.5. identify requirements of tasks and organise planning, job completion and evaluation stages a.6. locate, interpret and apply relevant information a.7. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS responsibilities and procedures c. Workplace protocols and procedures for monitoring the performance of supply contractors d. Workplace contract performance and disputation policies and procedures e. Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality f. Focus of operation of recording, reporting and statistical analysis systems and resources g. Resource availability including the processing capacity of equipment and software systems for statistical analysis of data h. Typical problems that can occur with supply contracts and related appropriate action that can be taken i. Ability to negotiate effectively j. Ability to select and appropriately apply technology, information systems and procedures to workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to monitor the performance of supply contractors, and/or a.2. monitor the performance of supply contractors in an appropriate range of operational contexts

MONITOR SUPPLIER PERFORMANCE

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. monitoring the performance of supply contractors a.2. suggesting improvements to supply operations and negotiating changes a.3. mediating and resolving issues surrounding supply, maximising positive outcomes for the organisation and the individuals within it a.4. applying techniques to encourage appropriate participation of team/group members and external organisations or individuals with relevant expertise a.5. identifying requirements of tasks and organising planning, job completion and evaluation stages a.6. locating, interpreting and applying relevant information a.7. providing customer/client service and working effectively with others <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions related to the monitoring of supply contractors b.4. relevant guidelines relating to the use of equipment b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any problems concerning supply contractors in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to source goods/materials/services and evaluate contractors including analysing supply requirements, and evaluating and selecting appropriate potential contractor(s).

ELEMENT	PERFORMANCE CRITERIA
<p>1. Analyse supply requirements</p>	<ul style="list-style-type: none"> a. Purpose and specifications of required goods/services are identified b. Criteria to evaluate potential or existing contractor performance is established c. Quantities of required goods/services are determined d. Frequency of ordering/requesting of goods/services is identified
<p>2. Evaluate potential contractors</p>	<ul style="list-style-type: none"> a. Contractors of requested goods/materials/services are identified b. Comparative costings for goods/materials/services are obtained c. Contractors' ability to provide a consistent level of performance on repeat jobs is assessed d. Contractors are evaluated in relation to established criteria and in accordance with workplace and regulatory procedures e. A prioritised contractor shortlist is established based on the capacity of contractors to provide a cost competitive quality service f. The outcomes of the contractor selection process are documented including recommendations for actioning agreements/contracts with selected contractors g. Information and data generated during the selection process is filed and maintained in accordance with workplace procedures

Range Of Variables

SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. This includes the application of established workplace procedures to source goods and to evaluate potential contractors. b. Work is performed under general guidance on progress and outcomes of work. c. A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it. e. The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site location a.2. large, medium or small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations require customer and supplier contact and coordination d. Contractors may be for one-off or repeat supplies/contract services e. Document/data interchange may be electronic or paper-based f. Selection processes include procedures for maintenance of confidentiality and integrity g. Personnel in work area may include <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. customers and suppliers g.3. external authorities and agencies g.4. management and union representatives g.5. industrial relations, Occupational Health and Safety specialists g.6. other professional or technical staff, contractors and maintenance personnel h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. quality and work specifications and procedures a.2. specifications for required products or services a.3. manufacturer's specifications and/or suppliers handling and storage advice a.4. workplace procedures, policies and instructions a.5. OHS regulations and procedures a.6. supplier and/or client instructions a.7. materials safety data sheets a.8. relevant agreements, codes of practice including the national standards for manual handling and the industry safety code a.9. legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection a.10. reports of accidents and incidents within regulatory requirements and enterprise procedures a.11. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.12. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. equal employment legislation and related policies a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information relevant to a supply contract a.2. analyse contract requirements a.3. evaluate potential contractors a.4. suggest improvements to contractor operations and negotiate changes a.5. mediate and resolve issues surrounding supply of goods/services, maximising positive outcomes for the organisation and the individuals within it a.6. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS responsibilities and procedures c. Workplace protocols and procedures for the sourcing of goods/services and the evaluation of potential supply contractors d. Workplace supply contract policies and procedures e. Workplace grievance and disputation handling policies and procedures f. Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality g. Focus of operation of recording, reporting and statistical analysis systems and resources h. Resource availability including the processing capacity of equipment and software systems for statistical analysis of data i. Typical problems that can occur when sourcing goods/services and evaluating contractors and related appropriate action that can be taken j. Ability to negotiate effectively k. Ability to select and appropriately apply technology, information systems and procedures to workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to source goods/services and evaluate potential supply contractors, and/or a.2. source goods/services and evaluate potential supply contractors in an appropriate range of operational contexts

SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying information relevant to a supply contract a.2. analysing contract requirements a.3. evaluating potential contractors a.4. suggesting improvements to contractor operations and negotiating changes a.5. mediating and resolving issues surrounding supply of goods/services, maximising positive outcomes for the organisation and the individuals within it a.6. providing customer/client service and working effectively with others <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions related to the sourcing of goods/services and the evaluation of potential supply contractors b.4. relevant guidelines relating to the use of equipment b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any problems concerning the sourcing of goods/services and the evaluation of potential supply contractors in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to document a records system in accordance with workplace requirements, including identifying records creators and their accountability requirements; locating records creators in their organisational structure; identifying the activities/function documented by the records; analysing and describing the record keeping system to identify the series; describing the links between record keeping series; describing the anomalies to the normal order of the series; and documenting the records series and its relationships over time.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify the records creators and their accountability requirements</p>	<ul style="list-style-type: none"> a. The creating organisation is identified as a public or private entity and likely sources of information about the creator are identified and assessed as relevant b. The record creator is identified by establishing who or what part of an organisation created the records c. Where there is more than one creator over time, all the creators are located in their organisational and chronological context. d. The accountability requirements and functional responsibilities of the records creators are identified from available information sources e. Sources of information used in the research are identified as authentic and copies kept in accordance with organisational record keeping practice
<p>2. Locate the records creators in their organisational structure</p>	<ul style="list-style-type: none"> a. The nature of the jurisdiction governing the organisation is identified and described b. The location and context of the records creators are described in their organisational structure and context
<p>3. Identify the activities/function documented by the records</p>	<ul style="list-style-type: none"> a. The actions/activities which the records are generated by, or documented, are identified b. The boundaries of the activities are identified from the records and checked against a functional analysis of the organisation c. The records are matched to the functions for which the records creators are responsible d. Date-ranges for the records are determined from the records, supplemented where necessary from external sources e. Changes to the activities/function are documented over the time period of the records

<p>4. Analyse and describe the record keeping system in which the records are created to identify the series</p>	<ul style="list-style-type: none"> a. Elements of the record keeping system(s) are identified from the records and documented b. The records series is/are identified and documented in accordance with the organisation's standards and procedures c. The history and context of the records system is documented in accordance with organisational standards and procedures
<p>5. Describe the links between record keeping series</p>	<ul style="list-style-type: none"> a. Related record series which make up the records series system are identified from analysis of the available source information and the records themselves b. Predecessor and subsequent records series are described to place the series in its chronological context c. Anomalies to the normal order of the series are described
<p>6. Describe the anomalies to the normal order of the series</p>	<ul style="list-style-type: none"> a. Anomalies which have occurred over time to the systemic order of the series are identified from analysis of the available source information and the records themselves b. Any anomalies to the systemic order of the series are described and corrected in the way the records are maintained in accordance with organisational procedures c. Where they are identifiable, the causes of the anomalies which have occurred over time are described
<p>7. Document the records series and its relationships over time</p>	<ul style="list-style-type: none"> a. Documentation is complete, including all available information and analysis results b. Documentation is formatted to enable easy access for following researchers and users

Range Of Variables

DOCUMENT A RECORDS SYSTEM

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to document a records system in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may be paper- or electronically-based f. Storage requirements may include records in various modes such as paper-based, computer disks and reels, CD-ROM, microfiche, film and audio g. Record system documentation may include but is not limited to: <ul style="list-style-type: none"> g.1. the administrative and functional context over time g.2. the identity of the creators g.3. the links to other related series g.4. the record keeping system h. Records may range from: <ul style="list-style-type: none"> h.1. single series to multiple series in a system h.2. complexity of records creating context (multiple changes over time) h.3. complexity of system including anomalies and exception to system rules h.4. multiplicity of activities h.5. date-range and size of records series h.6. in various formats including paper, electronic storage media, structured; free text, graphic i. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> i.1. height and reach implications of storage facilities i.2. dust and vapours i.3. stationary and moving equipment, parts and materials i.4. noise, light, energy sources i.5. electrical equipment i.6. humidity, air temperature, radiant heat i.7. debris on floor i.8. faulty racking i.9. poorly stacked records or boxes i.10. faulty equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. protective clothing j.5. high visibility clothing

Range Of Variables (continued)

DOCUMENT A RECORDS SYSTEM

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. OHS requirements include manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding</p> <p>l. Communication in the work area may include:</p> <ul style="list-style-type: none"> l.1. phone l.2. fax l.3. e-mail/Internet l.4. barcode readers l.5. electronic data interchange (EDI) l.6. RF systems l.7. oral, aural or signed communications <p>m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established or standard procedures <p>n. Consultative processes may involve:</p> <ul style="list-style-type: none"> n.1. workplace personnel including supervisors and managers n.2. customers/clients n.3. suppliers and contractors n.4. union representatives n.5. industrial relations and OHS specialists n.6. other professional or technical staff
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including the security and confidentiality requirements a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management

Range Of Variables (continued)

DOCUMENT A RECORDS SYSTEM

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to records managementa.2. relevant Australian Standards relating to records managementa.3. relevant State/Territory OHS legislationa.4. relevant State/Territory environmental protection legislationa.5. privacy and confidentiality legislation and regulationsa.6. Freedom of Information regulationsa.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislationa.8. workers compensation regulations

DOCUMENT A RECORDS SYSTEM

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and locate the records creators and their accountability requirements a.2. identify the activities/functions documented by the records a.3. analyse and describe the record keeping system in which the records are created to identify the series a.4. identify and describe the links between record keeping systems a.5. describe the anomalies to the normal order of the series a.6. identify anomalies which have occurred over time to the systemic order of the series from analysis of the available source information and the records themselves a.7. document the records series and its relationships over time a.8. use appropriate workplace language and communication technologies
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the documentation of a records system b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the documentation of a records system including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the documentation of a records system e. Problems that may occur when documenting a records system and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the documentation of a records system and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the documentation of a records system m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and information relevant to the documentation of a records system p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

DOCUMENT A RECORDS SYSTEM

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to document a records system, and/or a.2. document a records system in an appropriate records management context
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying and locating the records creators a.2. identifying the activities/function documented by the records a.3. analysing and describing the record keeping system a.4. identifying and describing the links between record keeping systems a.5. describing the anomalies to the normal order of the series a.6. documenting the records series and its relationships over time b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and regulations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions for the documentation of a records system (including security and confidentiality procedures) b.4. manufacturer's instructions for the use of equipment b.5. procedures for the use of personal protection equipment b.6. customer service and quality assurance procedures and policies b.7. waste minimisation and environmental protection procedures c. Action is taken promptly to report any difficulties in the documentation of a records system in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	1	1	2	3	1

DESCRIPTION:

This unit involves the skills and knowledge required to identify and classify records to be captured in accordance with workplace requirements including identifying records to be captured, classifying records, and registering records.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify records to be captured</p>	<ul style="list-style-type: none"> a. Incoming material is categorised in accordance with organisational procedures for records which are to be captured b. Storage for records including specific environmental conditions and accessibility requirements are noted and actioned as required c. Activity documented by the record is identified from the elements of the record in accordance with organisational procedures d. Area or action officer to which the record needs to go is identified from elements of the record or its content and staff list, in accordance with organisational procedures e. Incoming material is assessed against organisational checklist to identify what material needs to be captured f. Material which does not need to be registered is dealt with in accordance with organisational procedures g. Where required by organisation procedures, the format/media of the record is modified in accordance with organisation requirements and procedures
<p>2. Classify the record</p>	<ul style="list-style-type: none"> a. The identified transaction/action/activity documented by the record is matched to the organisation's classification scheme b. The full classification of the record is selected in accordance with the system's rules and organisational procedures c. The classified record is linked to other records in the system in accordance with the system's rules and organisational procedures d. Indexing points (cross-reference terms) are selected for the record in accordance with the system's rules and organisational procedures
<p>3. Register the record</p>	<ul style="list-style-type: none"> a. Unique identifier is selected for record in accordance with organisational procedures and record keeping system rules b. Record is registered into record keeping system with title, description, details of record creator, immediate location and any other control information to fulfil the system requirements in accordance with organisational procedures c. Access and security status are determined in accordance with organisational procedures and documented in accordance with record keeping system rules d. Disposal status of the record is determined and recorded in accordance with the record keeping system's rules and organisational procedures e. Record is forwarded to its appropriate location, which is recorded in accordance with the system rules and organisational procedures

Range Of Variables

IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to identify and classify records to be captured as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may be electronic, paper-based, microform; graphic; mainframe or PC-based applications f. Storage requirements may include records in various modes such as paper-based, computer disks and reels, CD-ROM, microfiche, film and audio g. The record identification and classification process is conducted as part of records management activities with the operator using discretion and judgement within established procedures h. Access status of records may be: <ul style="list-style-type: none"> h.1. confidential h.2. high security (restricted) h.3. open i. Records may be registered (captured) into: <ul style="list-style-type: none"> i.1. current records systems i.2. archival control systems i.3. business systems i.4. storage facilities systems j. Storage may be: <ul style="list-style-type: none"> j.1. centralised or decentralised j.2. off-line or off-site j.3. in-house or out-sourced j.4. commercial storage service or government repository j.5. CD storage j.6. imaging systems j.7. microform j.8. audio-visual/multimedia formats with special storage requirements (temperature controlled, dust-free, strict air-conditioning specifications)

Range Of Variables (continued)

IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Hazards in the work area may include:</p> <ul style="list-style-type: none"> k.1. height and reach implications of storage facilities k.2. dust and vapours k.3. stationary and moving equipment, parts and materials k.4. noise, light, energy sources k.5. electrical equipment k.6. humidity, air temperature, radiant heat k.7. debris on floor k.8. faulty racking k.9. poorly stacked records or boxes k.10. faulty equipment <p>l. OHS requirements include manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding</p> <p>m. Communication in the work area may include:</p> <ul style="list-style-type: none"> m.1. phone m.2. fax m.3. e-mail/Internet m.4. electronic data interchange (EDI) m.5. RF systems m.6. barcode readers m.7. oral, aural or signed communications <p>n. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established or standard procedures <p>o. Consultative processes may involve:</p> <ul style="list-style-type: none"> o.1. workplace personnel including supervisors and managers o.2. customers/clients o.3. suppliers and contractors o.4. union representatives o.5. industrial relations and OHS specialists o.6. other professional or technical staff <p>p. Personal protection equipment may include:</p> <ul style="list-style-type: none"> p.1. gloves p.2. safety headwear and footwear p.3. safety glasses p.4. protective clothing p.5. high visibility clothing

Range Of Variables (continued)

IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including the privacy and confidentiality requirements a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to records management a.2. relevant Australian Standards relating to records management a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. privacy and confidentiality legislation and regulations a.6. Freedom of Information regulations a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify records to be captured a.2. classify records a.3. register records a.4. analyse process functions and problems a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the identification and classification of records to be captured as part of a records management process b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the identification and classification of records to be captured including policies on privacy, confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the identification and classification of records to be captured as part of a records management process e. Problems that may occur with the identification and classification of records to be captured and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the identification and classification of records to be captured and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment and consumables for the identification and classification of records to be captured m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and information relevant to the identification and classification of records to be captured p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to identify and classify records to be captured as part of a records management process, and/or</p> <p>a.2. identify and classify records to be captured in a range of records management contexts</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. identifying and classifying records to be captured</p> <p>a.2. registering records</p> <p>a.3. analysing process functions and problems</p> <p>a.4. locating, interpreting and applying relevant information</p> <p>a.5. applying safety precautions appropriate to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures for the identification and classification of records to be captured (including privacy and confidentiality procedures)</p> <p>b.4. manufacturer's instructions for the use of equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. waste minimisation and environmental protection procedures</p> <p>c. Action is taken promptly to report any difficulties in the destruction of records in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	2	2	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to provide a records retrieval service in accordance with workplace requirements including locating/retrieving records required, ensuring security of records, and delivering the record or record information.

ELEMENT	PERFORMANCE CRITERIA
1. Locate/retrieve records required	<ul style="list-style-type: none"> a. Search criteria are refined in consultation with user making request, and key words (or other indexing terms) are identified to retrieve records b. Sources are searched to retrieve records according to agreed criteria c. Records are retrieved or located to match request
2. Ensure security of records	<ul style="list-style-type: none"> a. Person requesting the record is identified and access category confirmed in accordance with organisational procedures b. Access and security clearance documents are checked for match with category of identified person requesting the record c. Where access is denied, the user is informed of the denial in accordance with organisational procedures
3. Deliver the record or record information	<ul style="list-style-type: none"> a. Where record is to be provided, it is retrieved from the storage location in accordance with record keeping system operation, organisational, and occupational health and safety procedures b. Where information about the record is to be provided, it is given to the user c. Where required by the record keeping system, records of the transaction are documented in accordance with record keeping system operation and organisational procedures d. Where records are provided to the user, the new locations are recorded in accordance with the system rules and organisational procedures e. Record, or record information is delivered to the authorised person within the specified timeframes

Range Of Variables

PROVIDE RECORDS RETRIEVAL SERVICE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to provide a records retrieval service as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may be paper- or electronically-based f. Storage requirements may include records in various modes such as paper-based, computer disks and reels, CD-ROM, microfiche, film and audio g. The record retrieval service is conducted as part of records management activities with the operator using discretion and judgement within established procedures h. Requests may be written, verbal, computer-generated or system-generated i. Information about the record may include location or a unique identifier j. Hazards in the work area may include: <ul style="list-style-type: none"> j.1. height and reach implications of storage facilities j.2. dust and vapours j.3. stationary and moving equipment, parts and materials j.4. noise, light, energy sources j.5. electrical equipment j.6. humidity, air temperature, radiant heat j.7. debris on floor j.8. faulty racking j.9. poorly stacked records or boxes j.10. faulty equipment k. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. protective clothing j.5. high visibility clothing l. OHS requirements include manual handling, protective clothing, and elimination/control of hazards

Range Of Variables (continued)

PROVIDE RECORDS RETRIEVAL SERVICE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>m. Communication in the work area may include:</p> <ul style="list-style-type: none"> m.1. phone m.2. fax m.3. e-mail/Internet m.4. electronic data interchange (EDI) m.5. RF systems m.6. barcode readers m.7. oral, aural or signed communications <p>n. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> n.1. company procedures n.2. enterprise procedures n.3. organisational procedures n.4. established or standard procedures <p>o. Consultative processes may involve:</p> <ul style="list-style-type: none"> o.1. workplace personnel including supervisors and managers o.2. customers/clients o.3. suppliers and contractors o.4. union representatives o.5. industrial relations and OHS specialists o.6. other professional or technical staff
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including privacy and confidentiality requirements a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to records management a.2. relevant Australian Standards relating to records management a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. privacy and confidentiality legislation and regulations a.6. Freedom of Information regulations a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

PROVIDE RECORDS RETRIEVAL SERVICE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate/retrieve records required including the use of appropriate finding aids a.2. ensure security of records a.3. deliver the record or record information a.4. analyse retrieval process functions and problems a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the provision of a records retrieval service as part of a records management process b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the provision of a records retrieval service including policies on privacy, confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the provision of a records retrieval service as part of a records management process e. Problems that may occur when providing a records retrieval service and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the provision of a records retrieval service and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the provision of a records retrieval service m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to providing a records retrieval service p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

PROVIDE RECORDS RETRIEVAL SERVICE

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to provide a records retrieval service as part of a records management process, and/or</p> <p>a.2. provide a records retrieval service in a range of records management situations</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. locating/retrieving records required</p> <p>a.2. ensuring security of records</p> <p>a.3. delivering the record or record information</p> <p>a.4. analysing retrieval process functions and problems</p> <p>a.5. locating, interpreting and applying relevant information</p> <p>a.6. applying safety precautions appropriate to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for the provision of a records retrieval service (including privacy and confidentiality procedures)</p> <p>b.4. manufacturer's instructions for the use of equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. waste minimisation and environmental protection procedures</p> <p>c. Action is taken promptly to report any difficulties in provision of a records retrieval service in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to sentence records within a workplace records system in accordance with workplace requirements including identifying records for sentencing, examining records for sentencing, selecting disposal status for records, and recording the disposal status.

ELEMENT	PERFORMANCE CRITERIA
1. Identify records for sentencing	<ul style="list-style-type: none"> a. Records on which action is complete are located, removed, or copied from the active record keeping system, in accordance with organisational procedures b. Records are identified from request or supervisor's instructions
2. Examine records for sentencing	<ul style="list-style-type: none"> a. Any record on which action is not complete is returned to active record keeping system in accordance with organisational procedures b. Activity, group of related activities, or groups of transactions documented by the records are correctly identified at the appropriate level in accordance with organisational procedures c. Client is consulted concerning sentencing date and proposed actions for records is confirmed by client
3. Select disposal status for records	<ul style="list-style-type: none"> a. The disposal class is identified for the record in the records authorised schedule applicable to the activity or transactions b. Records are identified for further periods of retention, calculated in accordance with organisational procedures or for immediate destruction c. The items identified for immediate destruction are separated from the rest of the body of records d. Items which cannot be sentenced are handled in accordance with organisational disposal procedures
4. Record the disposal status	<ul style="list-style-type: none"> a. The disposal status, disposal action and date of disposal action are recorded with the record keeping system in accordance with organisational disposal procedures and record keeping system's rules

Range Of Variables

SENTENCE RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to sentence records as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may include: <ul style="list-style-type: none"> e.1. a simple records series (single disposal class in disposal authority) e.2. a number of simple series; form-based records (e.g. financial or personnel transactions limited range of activities in the records) e.3. action that is either complete or includes sentencing that may be part of the capture process e.4. media that is paper-based, electronic or other format f. The record sentencing process is conducted as part of records management activities with the operator using discretion and judgement within established procedures g. Operating environment may include: <ul style="list-style-type: none"> g.1. operating under supervision g.2. working as a team effort g.3. working solo g.4. a sentencing process encompassing review with team procedures ensuring consistency h. Hazards in the work area may include: <ul style="list-style-type: none"> h.1. height and reach implications of storage facilities h.2. dust and vapours h.3. stationary and moving equipment, parts and materials h.4. noise, light, energy sources h.5. electrical equipment h.6. humidity, air temperature, radiant heat h.7. faulty racking h.8. poorly stacked records or boxes h.9. faulty equipment i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. protective clothing j. OHS requirements include manual handling, protective clothing, and elimination/control of hazards

Range Of Variables (continued)

SENTENCE RECORDS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Communication in the work area may include:</p> <ul style="list-style-type: none"> k.1. phone k.2. fax k.3. e-mail/Internet k.4. electronic data interchange (EDI) k.5. RF systems k.6. barcode readers k.7. oral, aural or signed communications <p>l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established or standard procedures <p>m. Consultative processes may involve:</p> <ul style="list-style-type: none"> m.1. workplace personnel including supervisors and managers m.2. customers/clients m.3. suppliers and contractors m.4. union representatives m.5. industrial relations and OHS specialists m.6. other professional or technical staff
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including privacy and confidentiality requirements a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to records management a.2. relevant Australian Standards relating to records management a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. privacy and confidentiality legislation and regulations a.6. Freedom of Information regulations a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

SENTENCE RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and examine records to be sentenced a.2. select disposal status for records a.3. sentence records a.4. record the sentencing status a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the sentencing of records as part of a records management process b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the sentencing of records including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the sentencing of records as part of a records management process e. Problems that may occur when sentencing records and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the sentencing of records and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the sentencing of records m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the sentencing of records p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

SENTENCE RECORDS

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to sentence records as part of a records management process, and/or</p> <p>a.2. sentence records in an appropriate records management context</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. identifying and examining records to be sentenced</p> <p>a.2. selecting disposal status for records</p> <p>a.3. sentencing records</p> <p>a.4. recording the sentencing status</p> <p>a.5. locating, interpreting and applying relevant information</p> <p>a.6. applying safety precautions appropriate to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for the sentencing of records (including privacy, confidentiality and security procedures)</p> <p>b.4. manufacturer's instructions for the use of equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. waste minimisation and environmental protection procedures</p> <p>c. Action is taken promptly to report any accidents, incidents or difficulties in the sentencing of records in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to undertake a records disposal program in accordance with workplace requirements including preparing for disposal activities, undertaking disposal activities, supervising disposal actions, and seeking approval for disposal actions.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for disposal activities	<ul style="list-style-type: none"> a. Records or areas where records are due for disposal action are identified from request or schedule b. Resources needed to undertake the program are assembled in the location and at the time required
2. Undertake disposal activities	<ul style="list-style-type: none"> a. Records are assessed to determine what disposal action can be undertaken immediately, whether records need to be sentenced or reviewed, and whether any records need to be appraised b. Disposal actions are distributed and delegated to be conducted in accordance with organisational rules, guidelines and procedures c. Quality control measures are undertaken in accordance with organisational procedures to ensure consistency in determining disposal status and retention periods d. Certificate of destruction documentation is completed and information provided to client as required
3. Supervise disposal actions	<ul style="list-style-type: none"> a. Disposal sentences referred by delegates are reviewed and disposal actions determined from existing schedules or from appraisal results b. Checks are made to ensure that disposal decisions are recorded in the record keeping system and that disposal actions taken are in accord with the decisions recorded
4. Seek approval for disposal actions	<ul style="list-style-type: none"> a. Approval is sought from the appropriate individual/body for disposal actions b. Records which are no longer required for any purpose are destroyed in accordance with approval and organisational procedures c. Records which need to be kept for a further period are stored in accordance with organisational records storage requirements d. All disposal actions are recorded and authorised in accordance with organisational procedures and record keeping system requirements

Range Of Variables

UNDERTAKE DISPOSAL PROGRAM

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures when undertaking a disposal program as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may be paper- or electronically-based f. Storage requirements may include records in various modes such as paper-based, computer disks and reels, CD-ROM, microfiche, film and audio g. The records disposal program is conducted as part of records management activities with the operator using discretion and judgement within established procedures h. Range of records may include: <ul style="list-style-type: none"> h.1. single series h.2. multiple series h.3. multiple systems h.4. in various formats including paper; electronic storage media; structured; free text; graphic i. Hazards in the work area may include: <ul style="list-style-type: none"> i.1. height and reach implications of storage facilities i.2. dust and vapours i.3. stationary and moving equipment, parts and materials i.4. noise, light, energy sources i.5. electrical equipment i.6. humidity, air temperature, radiant heat i.7. debris on floor i.8. faulty racking i.9. poorly stacked records or boxes i.10. faulty equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. protective clothing k. OHS requirements include manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Range Of Variables (continued)

UNDERTAKE DISPOSAL PROGRAM

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>i. Communication in the work area may include:</p> <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. e-mail/Internet i.4. electronic data interchange (EDI) i.5. RF systems i.6. barcode readers i.7. oral, aural or signed communications <p>m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established or standard procedures <p>n. Consultative processes may involve:</p> <ul style="list-style-type: none"> n.1. workplace personnel including supervisors and managers n.2. customers/clients n.3. suppliers and contractors n.4. union representatives n.5. industrial relations and OHS specialists n.6. other professional or technical staff
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including confidentiality and security requirements a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to records management a.2. relevant Australian Standards relating to records management a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. privacy and confidentiality legislation and regulations a.6. Freedom of Information regulations a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

UNDERTAKE DISPOSAL PROGRAM

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare for and undertake disposal activities a.2. supervise disposal actions a.3. seek approval for disposal actions a.4. analyse disposal process functions and problems a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to disposal of records within a records management process b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the disposal of records including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the disposal of records as part of a records management process e. Problems that may occur when undertaking the disposal of records and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in a records disposal program and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the disposal of records m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions and procedures relevant to the disposal of records p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

UNDERTAKE DISPOSAL PROGRAM

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to undertake a records disposal program as part of a records management process, and/or</p> <p>a.2. undertake a records disposal program in an appropriate records management context</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. preparing for and undertaking disposal activities</p> <p>a.2. supervising disposal actions</p> <p>a.3. seeking approval for disposal actions</p> <p>a.4. analysing disposal process functions and problems</p> <p>a.5. locating, interpreting and applying relevant information</p> <p>a.6. applying safety precautions appropriate to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations, including ADG Code</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for a records disposal program (including confidentiality, security and housekeeping procedures)</p> <p>b.4. manufacturer's instructions for the use of equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report any difficulties in the disposal of records in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to undertake the movement of records in accordance with workplace requirements including selecting records for movement, maintaining control of records, and transferring records as required.

ELEMENT	PERFORMANCE CRITERIA
1. Select records for movement	<ul style="list-style-type: none"> a. Reason for the movement is understood and clarified if necessary a. Specific records to be moved are identified from the instructions and supporting documentation, and located b. Records are retrieved from storage location, or flagged in the system, in accordance with workplace procedures, legal requirements, and occupational health and safety procedures
2. Maintain control of records	<ul style="list-style-type: none"> a. Transfer documentation is prepared by recording the unique identifiers of the records to be moved in a form compliant with the workplace rules and procedures for the transfer of custody, ownership and/or responsibility of records b. Records are prepared for movement in accordance with the requirements of their storage medium c. Identifying documentation for records is retained for organisational records and a copy retained with the records themselves during transit d. Where appropriate, transit locations for records to be moved are recorded in the location control system
3. Transfer records	<ul style="list-style-type: none"> a. Method, timeframe and personnel to undertake the movement is determined in accordance with workplace procedures and the records requirements b. The relocation of the records is documented in the location control system and other systems in accordance with organisational procedures c. The movement of the records is completed and documented in accordance with workplace procedures d. Proof of receipt is obtained and forwarded to the appropriate authority (where required)

Range Of Variables

UNDERTAKE MOVEMENT OF RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to the movement of records within a record management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to the movement of records as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Record storage may be: <ul style="list-style-type: none"> e.1. centralised or decentralised e.2. off-line or off-site e.3. in-house or out-sourced e.4. commercial storage service or government repository e.5. CD storage e.6. imaging systems e.7. microform e.8. audio-visual multimedia formats with special storage requirements (e.g. temperature controlled, dust-free, strict air-conditioning specifications) f. The record movement process is conducted as part of records management activities with the operator using discretion and judgement within established procedures g. Key aspects of the process may include: <ul style="list-style-type: none"> g.1. request for movement may be written, verbal, computer-generated or system-generated g.2. paper, microform or audio-visual/multimedia records may be boxed for movement g.3. electronic records may be flagged and copied to new database for storage off-line or in new medium h. Information relating to the transfer may include: <ul style="list-style-type: none"> h.1. locations h.2. dates h.3. titles h.4. destination h.5. originating organisation h.6. approving officer h.7. who undertook the transfer h.8. method to be used h.9. range of record unique identifiers

Range Of Variables (continued)

UNDERTAKE MOVEMENT OF RECORDS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Hazards in the work area may include: <ul style="list-style-type: none"> i.1. height and reach implications of storage facilities i.2. dust and vapours i.3. stationary and moving equipment, parts and materials i.4. noise, light, energy sources i.5. electrical equipment i.6. humidity, air temperature, radiant heat i.7. debris on floor i.8. faulty racking i.9. poorly stacked records or boxes i.10. faulty equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing k. OHS requirements include manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding l. Communication in the work area may include: <ul style="list-style-type: none"> l.1. phone l.2. fax l.3. e-mail/Internet l.4. electronic data interchange (EDI) l.5. RF systems l.6. barcode readers l.7. oral, aural or signed communications m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established or standard procedures n. Consultative processes may involve: <ul style="list-style-type: none"> n.1. workplace personnel including supervisors and managers n.2. customers/clients n.3. suppliers and contractors n.4. union representatives n.5. industrial relations and OHS specialists n.6. other professional or technical staff

Range Of Variables (continued)

UNDERTAKE MOVEMENT OF RECORDS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including the ADG Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to records management a.2. relevant Australian Standards relating to records management a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. privacy and confidentiality legislation and regulations a.6. Freedom of Information regulations a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

UNDERTAKE MOVEMENT OF RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select records for movement a.2. maintain control of records a.3. transfer records a.4. analyse record movement process functions and problems a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the movement of records as part of a records management system b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the movement of records including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the movement of records as part of a records management system e. Problems that may occur when moving records and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the movement of records and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the destruction of records m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions and procedures relevant to the movement of records p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

UNDERTAKE MOVEMENT OF RECORDS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to undertake the movement of records as part of a records management process, and/or a.2. undertake the movement of records in a range of records management contexts
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. selecting records for movement a.2. maintaining control of records a.3. transferring records a.4. analysing record movement process functions and problems a.5. locating, interpreting and applying relevant information a.6. applying safety precautions appropriate to the task b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and regulations Code b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions for the movement of records (including confidentiality, security and housekeeping procedures) b.4. manufacturer's instructions for the use of equipment b.5. procedures for the use of personal protection equipment b.6. customer service and quality assurance procedures and policies b.7. waste minimisation and environmental protection procedures c. Action is taken promptly to report any difficulties in the movement of records in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to destroy records in accordance with workplace requirements including collecting records to be destroyed, selecting destruction mode, destroying records, and documenting procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Collect records to be destroyed	<ul style="list-style-type: none"> a. Records for destruction are verified and assembled b. Confirmation of destruction requirement is sought and obtained c. Records are bundled, marked or labelled for destruction in line with organisational procedures d. Destruction mode is confirmed from workplace documents
2. Select destruction mode	<ul style="list-style-type: none"> a. Records are assembled and made ready for destruction b. Arrangements for records to be destroyed off site (where required) are undertaken in accordance with workplace procedures c. Suitable controlled or secure environment is selected for handling/storage of documents to be destroyed
3. Destroy records	<ul style="list-style-type: none"> a. Confirmation of actions is obtained b. Bundles of documents are checked for identification c. Selected destruction method is used maintaining security, personal safety and environmental protection d. Shredded and pulped records are collected for recycling e. Electronic recording systems are checked to confirm erasure of required documents
4. Document procedures	<ul style="list-style-type: none"> a. Documentation of completed operations is completed b. Clients are notified of actions taken c. Workplace records are updated to reflect activities undertaken d. Off site destruction is confirmed with appropriate personnel

Range Of Variables

DESTROY RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to the destruction of records within a record management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to destroy records as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may be paper- or electronically-based f. Storage requirements may include records in various modes such as paper-based, computer disks and reels, CD-ROM, microfiche, film and audio g. The record destruction process is conducted as part of records management activities with the operator using discretion and judgement within established procedures. Paper based records may need to be separated from packaging before shredding, pulping or recycling. h. Methods of destruction may include: <ul style="list-style-type: none"> h.1. pulping h.2. shredding h.3. incineration h.4. recycling h.5. electronic data erasure i. Hazards in the work area may include: <ul style="list-style-type: none"> i.1. height and reach implications of storage facilities i.2. dust and vapours i.3. stationary and moving equipment, parts and materials i.4. noise, light, energy sources i.5. electrical equipment i.6. humidity, air temperature, radiant heat i.7. debris on floor i.8. faulty racking i.9. poorly stacked records or boxes i.10. faulty equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing

Range Of Variables (continued)

DESTROY RECORDS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. OHS requirements include manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding</p> <p>l. Communication in the work area may include:</p> <ul style="list-style-type: none"> l.1. phone l.2. fax l.3. e-mail/Internet l.4. barcode readers l.5. oral, aural or signed communications <p>m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established or standard procedures <p>n. Consultative processes may involve:</p> <ul style="list-style-type: none"> n.1. workplace personnel including supervisors and managers n.2. customers/clients n.3. suppliers and contractors n.4. union representatives n.5. industrial relations and OHS specialists n.6. other professional or technical staff
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including the ADG Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to records management a.2. relevant Australian Standards relating to records management a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. privacy and confidentiality legislation and regulations a.6. Freedom of Information regulations a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

DESTROY RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. collect records to be destroyed a.2. select destruction mode a.3. destroy records a.4. analyse destruction process functions and problems a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the destruction of records as part of a records management process b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the destruction of records including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the destruction of records as part of a records management process e. Problems that may occur when destroying records and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the destruction of records and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the destruction of records m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the destruction of records p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

DESTROY RECORDS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to destroy records as part of a records management process, and/or a.2. destroy records in a range of records management situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. collecting records to be destroyed a.2. selecting destruction mode a.3. destroying records a.4. analysing destruction process functions and problems a.5. locating, interpreting and applying relevant information a.6. applying safety precautions appropriate to the task b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and regulations, including ADG Code b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions for the destruction of records (including security and housekeeping procedures) b.4. manufacturer's instructions for the use of equipment b.5. procedures for the use of personal protection equipment b.6. customer service and quality assurance procedures and policies b.7. waste minimisation and environmental protection procedures c. Action is taken promptly to report any accidents, incidents or difficulties in the destruction of records in accordance with OHS and regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	2	2

**TDU101A IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION
POLICIES AND PROCEDURES**

Field U Environment

DESCRIPTION:

This unit involves the skills and knowledge required to implement and monitor environmental protection policies and procedures including accessing relevant information concerning environmental protection regulations and procedures, and implementing and monitoring procedures concerning environmental hazards, related control procedures, environmental training arrangements, and required records and documentation.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Access information concerning environmental protection regulations and procedures</p>	<ul style="list-style-type: none"> a. Relevant provisions of environmental legislation and codes of practice are accurately followed b. Information on workplace environmental policies, procedures and programs is stored in a readily accessible location and manner c. Information is accurately and clearly explained to the work team and updated according to change in workplace policy d. Information about the outcomes of environmental risk identification and control procedures is provided to the appropriate personnel
<p>2. Implement and monitor procedures concerning environmental hazards</p>	<ul style="list-style-type: none"> a. Existing and potential environmental hazards in the workplace are identified and reported b. Identified hazards are assessed in relation to relevant environmental protection policies c. Workplace procedures for dealing with hazardous events are implemented wherever necessary to ensure that prompt control action is taken d. Hazardous events are investigated to identify causes, and control measures are implemented to prevent recurrence and minimise risks of such events
<p>3. Implement and monitor environmental control procedures</p>	<ul style="list-style-type: none"> a. Existing environmental protection measures are implemented, monitored and reviewed b. Work procedures to protect environment are implemented and adherence to them by the work group is monitored c. Required improvements to existing control measures are identified, including required resources for implementation, and reported to appropriate personnel

<p>4. Implement and monitor environmental protection training procedures</p>	<p>a. Environmental protection training needs of the work group members are monitored against relevant competence and knowledge requirements</p> <p>b. Arrangements to meet identified training needs through both on- and off-the-job training are made with specified personnel</p> <p>c. Documentation and resources for environmental protection training programs are maintained in accordance with workplace procedures</p>
<p>5. Implement and monitor environmental protection records procedures</p>	<p>a. Workplace environmental protection records are accurately and legibly maintained in accordance with workplace and legal requirements for environmental protection record keeping</p> <p>b. Aggregate work area environment information is used to identify hazards and monitor risk control procedures within the scope of personal responsibility and competence</p>

Range Of Variables

IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION POLICIES AND PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with relevant State/Territory environmental protection regulations and workplace procedures b. Work is performed under some supervision generally within a team environment c. Work involves the application of the environmental protection principles and regulations to implement and monitor environmental protection policies and procedures during the course of workplace operations
2. Worksite environment	<ul style="list-style-type: none"> a. Implementation and monitoring of environmental protection policies and procedures in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites in the transport, warehousing, distribution and/or storage industries d. Workplace procedures for dealing with hazardous events may include: <ul style="list-style-type: none"> d.1. inspection and housekeeping d.2. training and assessment d.3. maintenance including plant and equipment d.4. purchasing d.5. evacuation d.6. hazardous substance containment d.7. operational instruction d.8. environmental information including incident and management practices d.9. consultation d.10. specific hazardous materials policies and procedures d.11. counselling and disciplinary processes d.12. risk assessment and control d.13. first aid d.14. internal and external auditing e. Environment may include: <ul style="list-style-type: none"> e.1. indoor e.2. outdoor e.3. marine e.4. atmospheric f. Environmental protection requirements may be obtained from: <ul style="list-style-type: none"> f.1. environmental hazard reports f.2. risk control procedures f.3. workplace personnel and management f.4. relevant legislation g. Environmental hazards may include: <ul style="list-style-type: none"> g.1. exhaust fumes g.2. oils and lubricants g.3. gas g.4. smoke g.5. chemicals and detergents g.6. rubbish g.7. noise g.8. wastes

Range Of Variables (continued)

IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION POLICIES AND PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Servicing requirements may be obtained from:</p> <ul style="list-style-type: none"> h.1. customer requests h.2. works orders h.3. freight requirements h.4. workplace personnel <p>i. Depending on workplace context, personal protection equipment may include:</p> <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. high visibility clothing <p>j. Personnel in the work area may include:</p> <ul style="list-style-type: none"> j.1. workplace personnel including supervisors and management j.2. site visitors j.3. contractors j.4. official representatives <p>k. Support services can include:</p> <ul style="list-style-type: none"> k.1. loading/unloading requirements k.2. load security/protection k.3. receipt personnel k.4. special vehicle access/parking <p>l. Promotional activities may include:</p> <ul style="list-style-type: none"> l.1. public relations activities l.2. press releases l.3. open days l.4. in-house newsletters l.5. publications l.6. advertising programs l.7. seminars l.8. promotional briefings <p>m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established procedures

Range Of Variables (continued)

IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION POLICIES AND PROCEDURES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and practices related to environmental protection, including all financial, operating and customer service policies and procedures a.2. OHS and environmental protection regulations a.3. workplace housekeeping procedures and policies a.4. codes of practice for environmental protection a.5. material safety data sheets a.6. policies and procedures for entry and work in confined spaces a.7. manufacturer's instructions concerning the use and servicing of equipment a.8. supplier and/or client instructions a.9. emergency procedures a.10. regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues a.11. goods identification numbers and codes a.12. manifests, bar codes, goods and container identification a.13. relevant legislation, regulations and related documentation a.14. award, enterprise bargaining agreement, other industrial arrangements a.15. standards and certification requirements a.16. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory environmental protection legislation a.2. relevant State/Territory OHS legislation a.3. ADG Code a.4. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.5. workers compensation regulations

IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION POLICIES AND PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. communicate effectively with the workgroup a.2. identify and monitor environmental hazards in the workplace a.3. implement effective procedures for dealing with hazardous events a.4. monitor workplace adherence to environmental practices a.5. understand environmental protection requirements a.6. assist in the management of environmental protection in the workplace a.7. locate, interpret and apply relevant information a.8. work effectively with others a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant environmental protection regulations and codes of practice b. Workplace procedures and guidelines for implementing and monitoring environmental protection c. Environmental risks associated with workplace operations and related precautions to control the risk d. Environmental protection standards required in the workplace e. Workplace environmental hazards and related hazard control measures f. Workplace reporting and recording processes and procedures g. Hierarchy of control principles for environmental risks (including preferred models for risk elimination, engineering controls, administrative controls and specific environmental protection techniques) h. Equipment and resources required when implementing and monitoring environmental protection and instructions for their use i. Problems that can occur when implementing and monitoring environmental protection procedures j. Significance of EEO principles and practice for environmental management k. Literacy levels and communication skills of those supervised l. Relevant management systems and procedures for environmental management m. Organisational structure and site layout n. Ability to: <ul style="list-style-type: none"> n.1. recognise potential environmental risks and ways of minimising them n.2. modify activities depending on differing workplace contexts, risk situations and environments n.3. counsel, advise and inform others on environmental protection matters n.4. communicate effectively both orally and in writing n.5. identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines n.6. provide leadership and supervision n.7. carry out training needs analysis relevant to workplace requirements

Evidence Guide (continued)

IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION POLICIES AND PROCEDURES

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to implement and monitor environmental protection policies and procedures, and/or</p> <p>a.2. implement and monitor environmental protection policies and procedures in an appropriate range of operational contexts</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. communicating with the workgroup</p> <p>a.2. identifying and monitoring environmental hazards in the workplace</p> <p>a.3. implementing procedures for dealing with hazardous events</p> <p>a.4. monitoring workplace adherence to environmental practices</p> <p>a.5. understanding environmental protection requirements</p> <p>a.6. assisting in the management of environmental protection in the workplace</p> <p>a.7. locating, interpreting and applying relevant information</p> <p>a.8. working with others</p> <p>a.9. maintaining workplace records</p> <p>a.10. following the designated work plan for the job</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. environmental protection regulations and standards</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace environmental protection policies, procedures and instructions</p> <p>b.4. equipment/vehicle manufacturer's operating and servicing instructions</p> <p>c. Action is taken promptly to report and/or rectify any accidents, incidents and/or identified problems or non-compliance concerning environmental protection in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment, personnel or the environment</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	3	3	2	1	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to care for the environment when operating and maintaining equipment and/or vehicles including minimising the effects of pollution during operations, minimising the effects of pollution during maintenance, and transporting and handling environmentally hazardous materials safely and in accordance with environmental protection regulations and guidelines.

ELEMENT	PERFORMANCE CRITERIA
1. Minimise the effects of pollution during operations	<ul style="list-style-type: none"> a. Precautions are taken to ensure spilt fuel, lubricants and chemicals do not pollute the environment b. Equipment and vehicles are operated efficiently to minimise pollution of the air environment through excessive exhaust emissions c. Unnecessary running of engines/equipment is avoided to minimise pollution of the air environment d. Worksites are kept clean and tidy during work operations and the disposal of waste is in accordance with environmental regulations and workplace procedures
2. Minimise the effects of pollution during maintenance	<ul style="list-style-type: none"> a. Routine checks are conducted or organised to ensure emission control equipment on equipment/vehicle is operating correctly b. Suitable precautions are taken during the cleaning of equipment/vehicles not to pollute the environment c. Care is taken during services and maintenance operations to implement housekeeping procedures and environmental protection precautions and procedures d. Rubbish is deposited in designated rubbish disposal bins
3. Transport/handle environmentally hazardous materials safely	<ul style="list-style-type: none"> a. Material safety data sheets are completed in accordance with government regulations and workplace requirements b. Waste and effluent is disposed of in accordance with government regulations and government policy c. Environmentally hazardous materials are handled and moved in accordance with relevant regulations, workplace procedures and guidelines aimed at minimising the risk of environmental pollution d. Routes for vehicles carrying hazardous and noxious loads are planned to minimise the risk to the environment in the event of accident or spillage

Range Of Variables

CARE FOR THE ENVIRONMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with relevant State/Territory environmental protection regulations and workplace procedures b. Work is performed under some supervision generally within a team environment c. Work involves the application of the basic environmental protection principles and regulations to the operation and maintenance of equipment and vehicles during the course of workplace operations
2. Worksite environment	<ul style="list-style-type: none"> a. Care for the environment may be conducted in a range of work environments by day or night: b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites in the transport, warehousing, distribution and/or storage industries d. Environment may include: <ul style="list-style-type: none"> d.1. indoor d.2. outdoor d.3. marine d.4. atmospheric e. Pollutants may include: <ul style="list-style-type: none"> e.1. exhaust fumes e.2. oils and lubricants e.3. gas e.4. smoke e.5. chemicals and detergents e.6. rubbish e.7. noise e.8. wastes f. Equipment/vehicles may include: <ul style="list-style-type: none"> f.1. motor vehicles, trucks and motorcycles f.2. fixed equipment emitting exhaust fumes/gases f.3. rail locomotives and motive power units f.4. marine vessels f.5. forklifts, cranes and load shifting equipment g. Personnel in the work area may include: <ul style="list-style-type: none"> g.1. workplace personnel g.2. site visitors g.3. contractors g.4. official representatives h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

CARE FOR THE ENVIRONMENT

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Depending on workplace context, personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. high visibility clothing
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. OHS and environmental protection regulations a.2. workplace housekeeping procedures and policies a.3. codes of practice for environmental protection a.4. material safety data sheets a.5. policies and procedures for entry and work in confined spaces a.6. manufacturer's instructions concerning the use and servicing of equipment a.7. supplier and/or client instructions a.8. emergency procedures a.9. regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues a.10. goods identification numbers and codes a.11. manifests, bar codes, goods and container identification a.12. relevant legislation, regulations and related documentation a.13. award, enterprise bargaining agreement, other industrial arrangements a.14. standards and certification requirements a.15. quality assurance procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory environmental protection legislation a.2. relevant State/Territory OHS legislation a.3. workplace relations regulations a.4. ADG Code

CARE FOR THE ENVIRONMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow workplace environmental protection procedures a.2. minimise the effects of pollution during operations a.3. minimise the effects of pollution during maintenance a.4. transport/handle environmentally hazardous materials safely a.5. dispose of waste materials including segregation of particular wastes and specialist requirements a.6. apply principles of reduction, re-use, recycle, recover, and appropriate repair/replace decision making processes a.7. interpret environmental reasons for maintaining clean and tidy worksites and following housekeeping and maintenance schedules a.8. maintain required workplace records including reports of pollution incidents and hazards
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant environmental protection regulations b. Workplace procedures and guidelines for the care of the environment during workplace operations c. Environmental risks when carrying out workplace operations and related precautions to control the risk d. Environmental protection standards required in the workplace e. Site layout including location of rubbish disposal bins f. Application of relevant environmental protection regulations and requirements g. Service/maintenance procedures and checklists for equipment/vehicles h. Procedures and processes for waste and effluent regulation where applicable i. Environmental hazards and toxicity of materials typically carried in loads j. Emission control checking requirements for vehicles and relevant equipment k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to read and comprehend simple statements in English m. Ability to identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines n. Ability to follow routine service/maintenance procedures for equipment and vehicles o. Recognition of potential pollution risks and ways of minimising them

Evidence Guide (continued)

CARE FOR THE ENVIRONMENT

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to care for the environment when completing workplace operations, and/or</p> <p>a.2. care for the environment when completing workplace operations in an appropriate range of operational contexts</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. following workplace environmental protection workplace procedures</p> <p>a.2. minimising the effects of pollution during operations/maintenance</p> <p>a.3. transporting/handling environmentally hazardous materials safely</p> <p>a.4. disposing of waste materials including segregation of particular wastes and specialist requirements</p> <p>a.5. applying principles of reduction, re-use, recycle, recover, and appropriate repair/replace decision making processes</p> <p>a.6. interpreting environmental protection reasons for maintaining clean and tidy worksites and following housekeeping and maintenance schedules</p> <p>a.7. maintaining required workplace records including reports of pollution incidents and hazards</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. environmental protection regulations and standards</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace environmental protection procedures and instructions</p> <p>b.4. equipment/vehicle manufacturer's operating and servicing instructions</p> <p>c. Action is taken promptly to report and/or rectify any accidents, incidents and/or potential difficulties concerning environmental protection in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment, personnel or the environment</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

TRANSPORT AND DISTRIBUTION TRAINING PACKAGE

Road Transport Industry Sector

Contextualisation Statement

The following *Contextualisation Statement* is provided as an aid to trainers, assessors and others who need to apply cross-industry standards and standards from other industries in *Road Transport Industry Sector* contexts. It provides additional information in the form of a General Description, Range of Variables and an Evidence Guide to assist those interpreting the standards to understand critical aspects of the road transport context, including the types of road transport vehicles, equipment, tools and procedures involved, and critical underpinning knowledge and skills particularly related to safety management issues and compliance with road transport regulatory requirements and codes.

The statement should be read in conjunction with the existing Ranges of Variables and Evidence Guides of the competency units concerned. The additional information should be used to ensure that training programs and assessment processes based on the standards, and designed for use with Road Transport Sector trainees and staff, relate meaningfully to the key aspects and requirements of the Road Transport Sector context.

GENERAL DESCRIPTION OF THE ROAD TRANSPORT SECTOR CONTEXT

The road transport industry sector differs from many other industry sectors in a variety of ways:

- The road transport sector covers **services** provided by buses, coaches, taxis, trucks, combination vehicles, and a range of vehicles designed to carry special loads
- **Safety** of customers, personnel and goods and equipment is of central importance in the road transport sector and is the focus of extensive national and State/Territory road transport codes of practice, regulations and other requirements, including the national/State/Territory road rules, the Australian Dangerous Goods Code, and regulations under OHS and other relevant national/State/Territory legislation
- A focus on the **safe, timely, efficient, effective and legal movement and delivery** of goods and passengers both within and across State/Territory borders
- **Road transport service providers** include a mix of small business and large business operators and contractors operating in both short and long haul contexts
- **Standards of operational performance** in the road transport sector include customer service, safety, fatigue management, driving hours, mass and loading requirements, efficiency of operations, environmental protection, workplace relations, and equal opportunity, equal employment opportunity and affirmative action requirements
- Use of a variety of integrated **communications systems** to ensure efficient, effective management of the movement passengers and consignments by road in accordance with customer requirements
- The individual and collaborative identification and resolution of a range of **problems and abnormal situations/emergencies** that may occur during the local and interstate movement, storage and delivery of goods and passengers by road transport

Range Of Variables

VARIABLE	SCOPE
<p>1. General context <i>(as it applies to the competency unit concerned)</i></p>	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant requirements of road transport codes of practice and regulations, including the national/State/Territory road rules, the Australian Dangerous Goods Code, and regulations under OHS and other relevant national/State/Territory legislation b. Work is performed under appropriate levels of supervision c. It involves the application of routine operational principles and procedures to contribute to relevant workplace activities across a variety of operational contexts within the Australian road transport system d. All personnel working in road transport industry environments, regardless of their occupation or position, should be competent in skills and knowledge required to: <ul style="list-style-type: none"> d.1. contribute to effective human relationships in the workplace d.2. understand and follow relevant workplace policies and procedures d.3. observe road transport regulations and codes of practice d.4. comply with relevant emergency procedures d.5. minimise the risk of accidents and maintain a state of readiness to respond to emergency situations
<p>2. Worksite environment may include <i>(as it applies to the competency unit concerned)</i></p>	<ul style="list-style-type: none"> a. Work may be undertaken in various work environments in the Australian road transport sector b. Operations may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot, base or warehouse b.6. while at a client's workplace or work site c. Customers may be internal or external d. Work may involve exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles e. Communications systems may involve: <ul style="list-style-type: none"> e.1. fixed and mobile telephone e.2. radio e.3. fax e.4. email e.5. electronic data transfer of information e.6. mail, forms and internal memos f. Depending on work context, safety and protective equipment may include: <ul style="list-style-type: none"> f.1. high visibility clothing f.2. protective clothing f.3. sunglasses f.4. safety footwear f.5. radios g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

<p>3. Sources of information/documents <i>(as they apply to the competency unit concerned)</i></p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. relevant national/State/Territory codes of practice and regulations relevant to road transport operation a.2. ADG Code and related requirements a.3. State/Territory road rules a.4. workplace driving instructions and procedures a.5. vehicle manufacturer's instructions, specifications and recommended driving procedures including pre-operational checks of vehicle a.6. operational instructions, policies and workplace procedures a.7. relevant logs or record books a.8. work orders a.9. technical instructions a.10. emergency procedure manuals a.11. two-way radio operation procedures a.12. QA plans, data and document control a.13. conditions of service, legislation and industrial agreements including workplace agreements and awards <p>b. Documentation/records may be in the form of:</p> <ul style="list-style-type: none"> b.1. hard copy procedures and instructions b.2. computer files/records b.3. forms and pro forma reports b.4. operating and maintenance manuals
<p>4. Workplace context</p>	<p>a. The workplace context is defined by:</p> <ul style="list-style-type: none"> a.1. road transport sector work organisation, procedures and practices a.2. relevant road transport regulations and codes of practice a.3. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.3.1. road transport Industry workplace agreements and awards a.3.2. State, Federal or Territory legislation and related regulations as they apply to road transport operations and infrastructure
<p>5. Applicable State/Territory/Commonwealth regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations, codes of practice and road safety requirements, including mass and loading regulations, fatigue management requirements, prescribed driving hours regulations, national/State/Territory road rules etc. a.2. relevant licence or permit requirements and associated regulations a.3. Australian regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances including the ADG Code a.4. relevant Australian Standards and related requirements, including AS4292 a.5. relevant State/Territory OHS legislation a.6. relevant State/Territory environmental protection legislation a.7. relevant workplace relations legislation a.8. relevant workers compensation legislation a.9. equal opportunity, equal employment opportunity and affirmative action legislation

Evidence Guide

<p>1. Critical aspects of evidence to be considered <i>(as they apply to the competency unit concerned)</i></p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. operate in compliance with all applicable safety, OHS and other statutory and organisational requirements a.2. interpret and communicate operational information a.3. complete all required procedures for the start-up, operation and shut-down of relevant vehicles and systems a.4. monitor and maintain vehicle performance a.5. respond appropriately to emergencies, performance monitoring devices and indicators a.6. carry out all required pre-operational and post-operational checks of relevant vehicles, equipment and systems a.7. maintain, clean and service vehicles, equipment, tools and instruments, as required a.8. complete all documentation relevant to the functions of the person concerned
<p>2. Interdependent assessment of units</p>	<p>a. The unit of competency may be assessed in conjunction with other units that form part of a job role of the person concerned. This may include units from the <i>Transport and Distribution Training Package</i> and other relevant Training Packages.</p>
<p>3. Required knowledge and skills <i>(as they apply to the competency unit concerned)</i></p>	<ul style="list-style-type: none"> a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority including the ADG Code b. Relevant road transport systems and equipment including: <ul style="list-style-type: none"> b.1. principles, purpose and location of vehicle/equipment controls b.2. operating procedures and control functions b.3. correct use of performance monitoring devices b.4. correct use of safety equipment b.5. complying with operational limits b.6. adjustment for safe and effective operation b.7. managing hazardous operational and maintenance situations c. Relevant OHS and environmental procedures and regulations d. Layout of relevant worksites, plant, vehicles and facilities e. Road transport sector documentation requirements and procedures f. Workplace policies and procedures g. Road transport sector communication techniques and requirements h. Ability to: <ul style="list-style-type: none"> h.1. work as part of a team in a road transport industry work environment h.2. apply road rules, regulations and safety management systems, procedures and requirements h.3. drive relevant vehicle(s) safely and efficiently h.4. select and safely use relevant tools, and equipment h.5. access, read and interpret technical data, schedules, rosters, regulatory requirements, and workplace policies and procedures h.6. identify and solve problems that may arise during the road transport operations h.7. identify opportunities for improvements to services, resource allocation and use h.8. apply strategies to implement continuous improvement processes h.9. provide leadership to others h.10. communicate and negotiate with others h.11. select and apply appropriate workplace technology, information systems and procedures h.12. maintain workplace records and documentation h.13. modify activities to cater for variations in workplace contexts and environment

Evidence Guide (continued)

4. Resource implications	a. Access is required to relevant road transport equipment, facilities and operational situations in a real or appropriately simulated road transport sector environment
5. Consistency in performance	<p>a. Applies relevant underpinning road transport sector knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. completing tasks a.2. identifying improvements a.3. applying safety precautions relevant to the task a.4. assessing operational capability of vehicles and equipment used a.5. exercising all required safety, environmental and hazard control precautions and procedures during workplace operations a.6. communicating effectively with others during workplace operations a.7. completing required documentation <p>b. Shows evidence of application of relevant road transport sector workplace procedures including:</p> <ul style="list-style-type: none"> b.1. hazard control policies and procedures, including safety management systems and procedures b.2. issue resolution procedures b.3. workplace procedures and instructions, including customer service and quality policies and procedures b.4. relevant vehicle manufacturer's guidelines b.5. security procedures b.6. following workplace housekeeping processes b.7. waste, pollution and recycling management processes <p>c. Action is taken promptly, and accidents and incidents are reported in accordance with regulatory requirements and established workplace procedures</p> <p>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>e. Work completed systematically with attention to detail without damage to goods, equipment or facilities</p>
6. Context for assessment	<p>a. Assessment of a road transport or cross-industry competency unit must include approved arrangements for the assessment of knowledge and practical competence</p> <p>b. Assessment of knowledge may occur:</p> <ul style="list-style-type: none"> b.1. at a recognised road transport training institution and/or b.2. concurrently with practical assessment carried out through appropriately simulated role plays, case studies and assessment exercises and/or in a working road transport industry environment <p>c. Practical assessment may occur through appropriately simulated role plays, case studies and assessment exercises and/or in a working road transport industry environment</p> <p>d. Assessment of competence must comply with the requirements of relevant road transport regulations</p>

