Assessment Requirements for TLIH2003 Prioritise courier/delivery operations

Release: 1

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Modification History

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

Performance Evidence

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

- applying relevant legislation and workplace procedures
- communicating and working effectively with others when prioritising courier or delivery operations
- completing documentation related to prioritising courier or delivery operations
- estimating the size, shape and special delivery requirements of articles
- identifying and correctly using equipment required when coordinating courier or delivery operations
- interpreting and following operational instructions and prioritising work
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading and interpreting instructions, procedures, information and labels relevant to courier or delivery operations
- reporting and/or rectifying identified problems promptly, in accordance with workplace procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

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

- housekeeping standards and procedures
- methods and strategies for prioritising courier or delivery operations
- National Transport Commission Load Restraint Guide
- relevant state/territory mass and loading regulations
- requirements of courier or delivery work systems and operations, and relevant equipment
- risks in courier or delivery operations and related precautions to control these risks

- security policies and procedures
- typical problems that may arise when prioritising courier or delivery operations and appropriate action to be taken
- workplace procedures and policies for coordinating and prioritising courier or delivery operations.

Assessment Conditions

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

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

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

Resources for assessment include:

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

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