Assessment Requirements for TLII2020 Provide assistance to customers with specific needs

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:

- adapting to differences in equipment in accordance with operating procedures
- applying relevant workplace procedures
- communicating effectively with others when transporting customers with specific needs
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- identifying delays that may occur when assisting customers with specific needs and the correct procedures for dealing with them
- identifying different categories of specific need
- interacting positively with customers with specific needs
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, in accordance with regulatory requirements and workplace procedures
- using ancillary equipment to assist customers with specific needs in accordance with workplace procedures
- working collaboratively with others when transporting customers with specific needs.

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:

- ancillary equipment operating procedures
- manufacturer instructions, specifications and recommended operating procedures for ancillary equipment, including pre-operational checks

- organisational policies and procedures
- regulations and codes of practice
- service timetables and network information
- workplace instructions and procedures for transporting customers with specific needs.

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 or, where this is not available, in simulated workplace operational situations that replicate rail corridor workplace conditions.

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

Resources for assessment include:

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

Links

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