



Australian Government

TLI2020 Provide assistance to customers with specific needs

Release: 1

TLI2020 Provide assistance to customers with specific needs

Modification History

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

Application

This unit involves the skills and knowledge required to assist customers with specific needs in accordance with organisational requirements.

It includes establishing contact with customers, identifying customer needs, and providing appropriate support to customers with specific needs.

Work is performed with limited or minimum supervision. It involves providing assistance to customers with specific needs requiring assistance within station areas both on and off a train.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes. Performance criteria describe the performance needed to demonstrate achievement of the element.

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| 1 Prepare for customers with specific needs | 1.1 Vigilance is maintained for customers with specific needs and/or disabilities on arrival into the station platform |
| | 1.2 Hazards are identified, risks are assessed and control measures are implemented |

- 1.3 Actions to assist customers with specific needs and/or disabilities are identified in accordance with workplace procedures and/or requirements
- 2 Provide assistance to customers with specific needs**
- 2.1 Ancillary equipment is obtained and provided for use by customers in wheelchairs where appropriate and as required
- 2.2 Customers with seeing eye/hearing dogs are observed and assisted as required
- 2.3 Customers with other specific needs are observed and assisted as required
- 2.4 Customers are assisted in a courteous manner, sensitive to customer specific needs
- 2.5 Ongoing support and/or vigilance is provided to customers with specific needs to maximise customer travelling safety and comfort
- 2.6 Ancillary equipment is utilised safely in accordance with workplace procedures and safety regulations
- 3 Communicate regarding customers with specific needs**
- 3.1 Other personnel are informed when involvement with customers with specific needs may cause delays to services and/or operations
- 3.2 Other personnel are informed about the presence of customers with specific needs as required

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLII2020A Provide assistance to customers with specific needs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>