



Australian Government

Assessment Requirements for TLII3010 Provide travel information to customers

Release: 2

Assessment Requirements for TLII3010 Provide travel information to customers

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor changes to unit Application
- Minor changes to Performance Criteria
- Minor changes to Performance Evidence
- Minor changes to Knowledge Evidence
- Minor changes to Assessment Conditions.

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

- accessing, reading, interpreting and applying relevant instructions, timetables and workplace procedures
- communicating and interacting effectively with customers
- researching relevant data
- reviewing customer needs and confirming they have been addressed
- reviewing relevant infotechnology customer travel information
- selecting and utilising ticket validating equipment and communications technology
- solving and/or reporting identified problems promptly.

Knowledge Evidence

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

- concessional privileges
- emergency management and service disruption workplace procedures
- factors that can influence verbal communication
- location of online information services, including:
 - infotechnology information/format
 - links

- tracking technology
- major destinations, attractions and public facilities
- major public transport connections, interchanges, stations, tram and bus terminals
- modes of public transport
- out-of-hours services
- procedures for reviewing information and advice
- relevant customer travel workplace procedures
- standard operating hours
- strategies for clarifying and confirming customer needs
- ticket and ticket structures, including points and methods of purchase
- travel zones
- vehicle types and capacity.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

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 must include access to:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures 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>