



**Australian Government**

# **TLI3010 Provide travel information to customers**

**Release: 2**

## **TLI3010 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.

### **Application**

This unit covers the skills and knowledge required to provide travel information to customers.

It includes planning a journey using public transport and providing information and advice to customers.

This includes identifying and locating major destinations, public services, attractions and facilities as part of providing public transport advice.

Work involves the duties and tasks applicable to personnel working on public trams, trains and buses who may, through their duties, have contact with the public.

Work is performed under general supervision.

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

### PERFORMANCE CRITERIA

Elements describe the essential outcomes.

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

#### 1 Plan a journey using public transport

- 1.1 Sources of current, accurate and relevant public transport information are identified and accessed to respond to customer needs
- 1.2 Modes, connections, interchanges and tickets to complete a journey are identified for planned customer destination
- 1.3 Major destinations, attractions and public facilities, and their proximity to public transport are identified and located in relation to customer needs or requests
- 1.4 Information and/or advice provided to customers is reviewed regularly to ensure currency and accessibility

#### 2 Provide information and advice to customers

- 2.1 Specific information and needs of customers are accurately identified and clarified in accordance with the customer's circumstance
- 2.2 Customers are provided with appropriate and complete information that effectively covers their needs
- 2.3 Information and/or advice is presented in a respectful format, manner and style
- 2.4 Information and/or advice is regularly reviewed to ensure customers can confirm that information given satisfies their enquiry

## 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 TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is equivalent to TLII3010A Provide travel information to customers.

## Links

Companion Volume Implementation Guides are found in VETNet -

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