



Australian Government

Assessment Requirements for TLIP2030 Conduct courier/delivery cash transactions

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant agreements, codes of practice, workplace procedures and other legislative requirements
- communicating and working effectively with others
- completing relevant documentation
- identifying and correctly using equipment, processes and procedures
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant instructions, procedures and information
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and 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:

- contingency planning for managing and controlling security threats
- implications of financial regulations and codes of practice
- operational procedures for conducting cash transactions with customers in the courier industry
- relevant state/territory regulations and requirements for conducting transactions within courier operations
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines
- requirements of courier work systems/operations and relevant equipment
- risks and hazards when carrying out cash transactions and related precautions to control security threats
- typical problems that can occur when conducting courier and delivery cash transactions and appropriate action that can be taken to prevent or solve these problems.

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 simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -

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

