



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIO1107C Provide revenue protection measures**

**Release: 1**

## **TLIO1107C Provide revenue protection measures**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit involves the skills and knowledge required to provide revenue protection measures during transport operations, including preparing for revenue protection activities and implementing revenue protection procedures.

### **Application of the Unit**

Work must be carried out in compliance with the relevant regulations related to the protection of transport revenue.

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures and regulatory requirements to the provision of revenue protection measures.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

### **Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

### Elements and Performance Criteria

<b>Element</b>	<b>Performance Criteria</b>
<b>1 Prepare for revenue protection activities</b>	<ul style="list-style-type: none"><li>1.1 Strategies to check customer ticketing are planned</li><li>1.2 Resources to implement ticket checks are arranged to suit anticipated passengers numbers</li><li>1.3 Queuing systems and barriers are set up to ensure ticket checks are comprehensive</li><li>1.4 Staff are allocated to planned activities according to organisation procedures and policy</li><li>1.5 Staff are briefed on strategies for checking customers' tickets</li></ul>
<b>2 Implement revenue protection procedures</b>	<ul style="list-style-type: none"><li>2.1 Ticket checks are conducted against organisational requirements</li><li>2.2 Fares are collected or infringement notices are issued</li><li>2.3 Use of concession, special and privilege passes is monitored for compliance with organisational policies</li></ul>

## **Required Skills and Knowledge**

### **REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

#### **Required knowledge:**

Relevant state and territory regulations and requirements pertaining to revenue protection

Relevant OH&S and environmental protection procedures and guidelines

Organisational policies and procedures

Risks and hazards when providing revenue protection within a transport system and related precautions to control the risk

Organisation's transport services

Complementary transport services

Fare structures

Concessional privileges

Timetables

Typical problems that can occur when providing revenue protection measures and appropriate action that can be taken to prevent or solve them

Customer service requirements

#### **Required skills:**

Communicate effectively with others when providing revenue protection measures

Resolve conflict situations

Read and interpret instructions, procedures and information relevant to the provision of revenue protection measures

Interpret and follow operational instructions and prioritise work

Complete documentation related to the provision of revenue protection measures

Operate electronic communication equipment to required protocol

Calculate fares

Work collaboratively with others when providing revenue protection measures

Deploy staff

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when providing revenue protection measures in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may arise when providing revenue protection measures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the provision of revenue protection measures

Monitor work activities in terms of planned schedule

Manage stress

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate barriers

Validate tickets

Apply basic mechanical skills

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

### **Context of and specific resources for assessment**

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### **Method of assessment**

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or  
in an appropriate range of situations in the  
workplace

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	<ul style="list-style-type: none"> <li>in a range of work environments and weather conditions</li> <li>by day or night</li> </ul>
Revenue protection policy implementation could mean:	<ul style="list-style-type: none"> <li>company procedures</li> <li>sale of tickets</li> <li>confiscation of invalid tickets</li> <li>identification confirmation</li> <li>checking of concessional, special and privilege passes</li> </ul>
Staff allocation could be to:	<ul style="list-style-type: none"> <li>comply with company procedures</li> <li>the organisation's embarking and disembarking points</li> <li>the transportation units</li> </ul>
Resources to monitor fare compliance may include:	<ul style="list-style-type: none"> <li>company procedures</li> <li>barrier equipment</li> <li>timetable and transport system information</li> <li>tickets</li> <li>automatic ticket collection equipment</li> <li>radio</li> <li>fare schedule</li> <li>infringement notice</li> </ul>
Strategies for the checking of ticketing can include:	<ul style="list-style-type: none"> <li>company procedures</li> <li>continuous checking</li> <li>random checking</li> <li>casual checking</li> </ul>
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> <li>company procedures</li> <li>enterprise procedures</li> <li>organisational procedures</li> </ul>



Information/documents may include:

established procedures  
workplace policies and procedures  
customer requests books  
safeworking forms  
dangerous goods manifests  
relevant regulations concerning revenue protection within transport systems  
competency standards and training materials  
award, enterprise bargaining agreement, other industrial arrangements  
standards and certification requirements  
quality assurance procedures  
security and emergency procedures

Applicable regulations and legislation may include:

relevant state/territory regulations and legislation concerned with revenue protection within transport systems  
relevant state/territory OH&S regulations and legislation  
relevant state/territory environmental protection legislation

## Unit Sector(s)

Not applicable.

## Competency Field

O - Security