



Australian Government

TLI22313 Certificate II in Rail Customer Service

Release 1

TLI22313 Certificate II in Rail Customer Service

Modification History

Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Description

Rationale:

This is a general qualification for a person engaged in operations within the rail customer service environment undertaking a range of tasks involving known routines and procedures, and taking some responsibility for the quality of work outcomes.

Job roles:

The TLI22313 Certificate II in Rail Customer Service qualification is aligned to the following defined roles:

- Booking Clerk
- Customer Service Attendant/Assistant
- Passenger Service Officer
- Station Assistant/Officer.
- Train Buffet Operator
- Train Conductor

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for TLI22313 Certificate II in Rail Customer Service

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • Use communication systems and procedures • Read and follow relevant, instructions, manuals, notices and signs applicable to their role • Speak clearly and directly on matters related to their role • Complete documents as part of duties, including completion of relevant forms • Recognise and interpret non-verbal signs, signals and behaviour • Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none"> • Participate in the resolution of any interpersonal conflicts that may arise during workplace activities • Avoid and prevent the harassment of others in the workplace • Collaborate with others in the course of their work
Problem solving	<ul style="list-style-type: none"> • Identify and solve or report problems arising in the course of their work • Recognise problems that may occur in the course of their work and take appropriate action to report or resolve the problems within limits of responsibility • Recognise hazards and risks in a range of workplace situations and take appropriate precautions
Initiative and enterprise	<ul style="list-style-type: none"> • Respond appropriately to any changes in equipment, standard operating procedures and the working environment
Planning and organising	<ul style="list-style-type: none"> • Follow and apply operational and emergency plans, systems and procedures • Comply with applicable rail and safety regulations and codes of practice • Follow and apply workplace security and safety management systems and safeworking requirements • Collect and interpret information needed in the course of the their work within limits of responsibility • Manage time in the course of their work
Self management	<ul style="list-style-type: none"> • Interpret and apply applicable instructions and procedures • Follow work plans and schedules

- Check own work performance
- Learning**
- Participate in updating own required knowledge and skills, in response to any changes in the processes and equipment used in their workplace
- Technology**
- Operate equipment and use tools required as part of their work role
 - Follow and apply operational and servicing instructions for equipment used in their work
 - Follow and apply the applicable safeworking requirements and work health and safety (WHS)/occupational health and safety (OHS) procedures when using equipment and facilities

Packaging Rules

Requirements for achievement of the qualification

A successful assessment outcome for a total of **12 units of competency** comprising:

- **8 core units** listed below

plus

- **4 elective units** from the **general elective units** listed below. Alternatively, **up to 2 units** may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core Units

Field	Unit
B Equipment Checking and Maintenance	TLIB3118A Apply awareness of railway fundamentals
E Communication and Calculation	TLIE1003A Participate in basic workplace communication TLIE2007A Use communication systems TLIE2008A Process workplace documentation

F	Safety Management	TLIF1001A	Follow occupational health and safety procedures
G	Teamwork	TLIG1001A	Work effectively with others
I	Customer Service	TLII2020A	Provide assistance to customers with specific needs
		TLII3022A	Provide customer service in rail operations

General Elective Units

Field		Unit	
B	Equipment Checking and Maintenance	TLIB1024A	Clean transportation units and facilities for passenger use
C	Vehicle Operation	TLIC2078A	Identify and respond to signals and trackside signs
D	Load Handling	TLID1001A	Shift materials safely using manual handling methods
E	Communication and Calculation	TLIE1005A	Carry out basic workplace calculations
F	Safety Management	HLTFA211A	Provide basic emergency life support
		HLTFA311A	Apply first aid
		TLIF2006A	Apply accident-emergency procedures
		TLIF2010A	Apply fatigue management strategies
		TLIF2018A	Operate firefighting equipment
		TLIF2062A	Apply awareness of safeworking rules and regulations
		TLIF2080C	Safely access the rail corridor
G	Teamwork	HLTCSD306D	Respond effectively to behaviours of concern
		TLIG2007A	Work in a socially diverse environment
I	Customer Service	BSBCUS201B	Deliver a service to customers
		SITHFAB201	Provide responsible service of alcohol

		SITXFSA101	Use hygienic practices for food safety
K	Technology	TLIK2003A	Apply keyboard skills
		TLIK2010A	Use infotechnology devices in the workplace
L	Resource Management	TLIL2048A	Prepare for train departure
O	Security	TLIO2011A	Provide revenue protection measures
P	Administration and Finance	TLIP2038A	Conduct, balance and secure financial transactions
		TLIP2039A	Ensure the confidentiality, privacy and security of customer information
		TLIP3034A	Advise on and construct fares for passengers
U	Environment	TLIU2012A	Participate in environmentally sustainable work practices

Custom Content Section

Not applicable.