

Transport & Distribution Training Package

Road Transport

Competency Standards

Qualification Code	Qualifications
TDT 102 97	Certificate I in Transport and Distribution (Road Transport)
TDT 202 97	Certificate II in Transport and Distribution (Road Transport)
TDT 302 97	Certificate III in Transport and Distribution (Road Transport)
TDT402 97	Certificate IV in Transport and Distribution (Road Transport)
TDT 308 98	Certificate III in Transport and Distribution (Cash in Transit)
TDT 309 98	Certificate III in Transport and Distribution (Mobile Cranes)
TDT 409 98	Certificate IV in Transport and Distribution (Mobile Cranes)

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INTRODUCTION

The 1998 version of the Transport and Distribution Training Package contains ten documents:

- Users Guide
- Assessment Guidelines
- Road Transport Competency Standards
- Warehousing Competency Standards
- Stevedoring Competency Standards
- Rail Operations Competency Standards
- Rail Passenger Services Competency Standards
- Rail Civil Infrastructure Competency Standards
- Rail Freight Services Competency Standards
- Logistics Competency Standards

Each Competency Standards manual includes the framework which details the requirements for completion of a qualification, under the Australian Qualification Framework.

It is important that this manual be used in conjunction with the Users Guide and Assessment Guidelines. Users should also reference the Australian Recognition Framework.

The Transport and Distribution Training Package is subject to continuous improvement with new occupational areas and industry sectors being included as industry identifies the need. It is suggested that users confirm the status of it's manual prior to use. Confirmation can be given from:

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AUSTRALIAN QUALIFICATIONS FRAMEWORK

The Transport and Distribution Training Package provides significant flexibility to Registered Training Organisations, enterprises and individuals in packaging units together which lead to a qualification.

This level of flexibility reflects the multiple job roles, enterprise requirements and changing technological nature of the industry. It is expected however that users of this training package select units, which packaged together, provide a coherent qualification, inclusive of all the competencies necessary to fulfill occupation requirements.

Importantly, the flexibility of packaging available within the qualifications framework must be considered within the responsibility of individuals, enterprises and/or industry codes of practice necessary at an occupational level.

In packaging units together to form a training program, users should be aware of requirements set out in the Transport and Distribution Assessment Guidelines, and the Australian Recognition Framework. The qualification framework within this manual provides the units available within each qualification level and requirements for completion of a qualification.

TDT 102 97 CERTIFICATE I IN TRANSPORT & DISTRIBUTION (ROAD TRANSPORT)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate I in Transport and Distribution (Road Transport)

Rationale:

A general qualification for the Road Transport Industry. Successful completion will require competency in units that relate to work defined as aligned AQF Level 1.

"Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities most of which may be routine and predictable."

Qualification Contents:

Units may be selected from the following units of Competency aligned to Certificate I.

FIELD	UNIT
C Driving Vehicle	TDT C1 97A Drive Vehicles
	TDT C13 98A Ride Courier/Delivery Bicycles
D Load Handling	TDT D1 97A Shift Materials Safely
	TDT D2 97A Use Manual Handling Equipment
E Communications and Calculations	TDT E3 97A Participate in Workplace Communication
	TDT E5 97A Carry Out Workplace Calculations
F Occupational Health and Safety	TDT F1 97A Follow Occupational Health and Safety Procedures
	TDT F2 97A Conduct Housekeeping Activities
	TDT F9 97A Conduct Cleaning in Enclosed Spaces
G Teamwork	TDT G1 97A Work Effectively with Others
	TDT G4 98A Undertake Workplace Orientation
L Resource Management	TDT L1 97A Complete Induction Procedures

Requirements for completion of the Qualification:

A successful assessment outcome for 7 of the units listed above aligned with this qualification consistent with the Transport and Distribution Training Package Assessment Guidelines.

TDT 202 97 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate II in Transport and Distribution (Road Transport)

Rationale:

A general qualification for the Road Transport Industry. Successful completion will require competency in units that relate to work defined as aligned AQF Level 2.

"Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes"

Qualification Contents:

Units may be selected from the following units of Competency aligned to Certificate II. Certificates I units (7), are prerequisites for this qualification.

FIELD	UNIT
B Equipment Checking and Maintenance	TDT B3 97A Carry Out Vehicle Maintenance
	TDT B4 97A Carry Out Vehicle Inspection
	TDT B7 97A Carry Out Maintenance of Trailers
	TDT B8 97A Carry Out Inspection of Trailers
C Driving Vehicle	TDT C2 97A Drive Light Rigid Vehicle
	TDT C3 97A Drive Medium Rigid Vehicle
	TDT C9 97A Drive Taxicabs
	TDT C12 98A Ride Motorcycles
D Load Handling	TDT D3 97B Handle Dangerous and Hazardous Goods
	TDT D4 97A Load and Unload Goods
	TDT D10 97A Operate a Forklift
	TDT D13 97A Move Materials Mechanically
	TDT D16 97A Load and Unload Dangerous Goods
	TDT D18 97A Handle Furniture and Effects
	TDT D19 97A Pack and Unpack Cartons for Removal
	TDT D21 98A Use Specialised Bulk Transfer Equipment (Dry)
TDT D29 98A Prepare Articles for Delivery	
E Documentation and Calculations	TDT E7 97A Use Vehicle Communication System
	TDT E8 97A Process Workplace Documentation
	TDT E11 98A Use Electronic Communication Equipment
	TDT E14 98A Compile and Process Export Documentation
F Occupational Health and Safety	TDT F10 97A Apply Fatigue Management Strategies
	TDT F11 97A Care for Environment
	TDT F12 97A Apply Safe Handling Strategies when Handling Explosives or Dangerous Goods
H Route Planning and Navigation	TDT H1 97B Interpret Road Maps and Navigate Routes

*TDT 202 97 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)
continued*

FIELD	UNIT
I Customer Service	TDT I2 97B Apply Customer Service Skills
	TDT I6 98A Provide Freight Forwarding Services to Customers
J Quality	TDT J1 97A Apply Quality Procedures
K Computing and Technology	TDT K1 97A Use Computer Applications
	TDT K2 97A Use Infotechnology Devices in the Workplace
	TDT K3 97A Apply Keyboard Skills
	TDT K7 98A Perform Electronic Data Interchange (EDI) to Transmit Shipping Documentation
L Resource Management	TDT L8 98A Complete Routine Administrative Tasks
O Security	TDT O3 98A Undertake Loading and Unloading in a Designated Secured Environment
	TDT O11 98A Provide Revenue Protection Measures
	TDT O13 98A Administer Security of Assets and Facilities
Q Financial Management	TDT Q1 97B Conduct Financial Transactions
	TDT Q7 98A Prepare and Process Financial Documents
	TDT Q9 98A Conduct Courier Delivery Cash Transactions

Requirements for completion of the Qualification:

Certificate II requires a successful assessment against 14 units in total of which 7 units are aligned at AQF level I, and 7 units aligned at AQF level II consistent with the Transport and Distribution Training Package Assessment Guidelines.

TDT 302 97 CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate III in Transport and Distribution (Road Transport)

Rationale:

A general qualification for the Road Transport Industry. Successful completion will require competency in units that relate to work defined as aligned AQF Level 3.

"Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgment is required in the selection of equipment, services or contingency measures and within known time constraints."

Qualification Contents:

Units may be selected from the following units of Competency aligned to Certificate III. Certificates II units (7), are prerequisites for this qualification.

FIELD	UNIT
B Equipment Checking and Maintenance	TDT B5 97A Carry Out Maintenance of Vehicles Designed to Carry Special Loads
	TDT B6 97A Carry Out Inspection of Vehicles Designed to Carry Special Loads
	TDT B11 98A Set Up and Rig Crane for Lift
	TDT B12 98A Plan Job and Set Up Work Area
	TDT B13 98A Maintain Mobile Cranes
	TDT B14 98A Load and Unload Wheeled or Tracked Crane
	TDT B15 98A Undertake Site Inspection
	TDT B16 98A De-rig, Pack and Store Tools and Equipment
C Driving Vehicle	TDT B17 98A Assemble, Dismantle Boom or Jib
	TDT C4 97B Drive Heavy Rigid Vehicle
	TDT C5 97B Drive Heavy Combination Vehicles
	TDT C7 97A Operate Vehicle Carrying Special Loads
	TDT C8 97A Drive Coaches/Buses
	TDT C10 97A Pilot or Escort Oversized and/or Overmassed Loads
D Load Handling	TDT C11 97A Transport Passengers with Disabilities
	TDT D11 97A Conduct Advanced Forklift Operations
	TDT D14 97A Load and Unload Vehicles Carrying Special Loads
	TDT D15 97A Identify and Classify Explosives and Dangerous Goods
	TDT D17 97A Load and Unload Explosives
	TDT D20 97A Care for Livestock in Transit
	TDT D23 98A Use Specialised Bulk Gas Transfer Equipment
	TDT D24 98A Use Specialised Liquid Bulk Transfer Equipment (Gravity/Pressurised)
	TDT D27 98A Prepare for Transport of Packaged Dangerous Goods
	TDT D28 98A Prepare for the Transport of Dangerous Goods in Bulk
TDT D31 98A Rig Load	

TDT 302 97 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)
continued

FIELD	UNIT
D Load Handling (continued)	TDT D33 98A Operate a Vehicle Self Loading Crane
	TDT D34 98A Operate a Mobile Crane on a Demolition Site
	TDT D35 98A Operate a Boom Type Elevating Work Platform
	TDT D36 98A Lift and Move Load Using Mobile Crane Up to and Including 20 Tonnes
	TDT D40 98A Control Lift and Movement of Crane
	TDT D41 98A Undertake Cash in Transit Loading and Unloading in an Unsecured Environment
E Communications and Calculations	TDT E9 97A Use Pilot and Escort Communication
	TDT E10 97A Estimate Furniture Removals Jobs
	TDT E12 98A Consolidate Manifest Documentation
	TDT E15 98A Undertake Rigger/Dogger and Driver Communication
	TDT E16 98A Estimate/Calculate Load Shifting Requirements
F Occupational Health and Safety	TDT F3 97A Implement and Monitor Occupational Health and Safety Procedures
	TDT F8 97B Provide First Aid in the Workplace
	TDT F13 97A Manage Breakdowns and Emergencies
G Teamwork	TDT G2 97A Lead Work Team or Group
H Route Planning and Navigation	TDT H2 97B Plan and Navigate Routes
I Customer Service	TDT I3 97A Provide Customer Service in Passenger Vehicles
	TDT I4 97A Manage Camping Procedures for Coaches and Buses
	TDT I9 98A Provide On Board Services to Customers
J Quality	TDT J2 97A Apply Quality Systems
	TDT J5 98A Sample, Inspect and Test Products to Specifications
L Resource Management	TDT L3 97A Conduct Induction Process
M Training	TDT M1 97A Prepare for Training (Category 1)
	TDT M2 97A Deliver Training (Category 1)
	TDT M3 97A Review Training (Category 1)
N Assessment	TDT N1 97A Conduct Assessment in Accordance with an Established Assessment Procedure
O Security	TDT O4 98A Conduct Safety and Hazard Control Procedures for Transferring Dangerous/Specialised Goods
	TDT O7 98A Undertake Emergency Response Action
	TDT O8 98A Implement Cash in Transit Security Equipment
	TDT O9 98A Test and Inspect Cash in Transit Security Incidents
	TDT O10 98A Respond to Cash in Transit Security Incidents
	TDT O12 98A Manage Disruptive and/or Unlawful Behaviour
Q Financial Management	TDT Q3 97A Maintain Financial Records in a Small Business
	TDT Q4 98A Organise Freight Invoicing and Payment

Requirements for completion of the Qualification:

Certificate III requires successful assessment against 21 units in total of which 7 units are aligned at AQF I, a minimum of 7 and a maximum of 9 units are aligned at AQF II and the remainder aligned at AQF III consistent with the Transport and Distribution Training Package Assessment Guidelines. Training and Assessment units will be considered as one unit respectively.

TDT 402 97 CERTIFICATE IV IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate IV in Transport and Distribution (Road Transport)

Rationale:

A general qualification for the Road Transport Industry. Successful completion will require competency in units that relate to work defined as aligned AQF Level 4.

"Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedure for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills."

Qualification Contents:

Units may be selected from the following units of Competency aligned to Certificate IV. Certificates III units (7), are prerequisites for this qualification.

FIELD		UNIT	
A	Handling Stock	TDT A30 98A	Coordinate Stocktakes
		TDT A31 98A	Consolidate Freight
		TDT A32 98A	Organise Transport of Freight or Goods
		TDT A33 98A	Organise International Transport of Freight
C	Driving Vehicles	TDT C6 97A	Drive Multi Combination Vehicles
D	Load Handling	TDT D30 98A	Supervise Mobile Crane Operations
		TDT D32 98A	Plan and Conduct Specialised Lift
E	Communications and Calculations	TDT E6 97B	Collect and Present Workplace Data and Information
		TDT E13 98A	Apply Workplace Statistics
F	Occupational Health and Safety	TDT F7 97A	Implement Emergency/Accident Procedures
		TDT F14 98A	Develop and Maintain a Safe Workplace
G	Teamwork	TDT G5 98A	Organise Transport Workload
		TDT G6 98A	Participate in, Lead and Facilitate Work Teams
I	Quality	TDT I1 97B	Co-ordinate Customer Service
		TDT I5 98A	Market Services and Products to Clients
		TDT I8 98A	Monitor Transport Activities at Interchanges
L	Resource Management	TDT L5 97B	Apply Conflict Resolution Strategies
		TDT L7 97B	Manage Fleet Control Logistics
		TDT L9 98A	Manage Personal Work Priorities and Professional Development
		TDT L10 98A	Assess and Confirm Customer Transport Requirements

TDT 402 97 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION (ROAD TRANSPORT)
continued

FIELD		UNIT	
M	Training	TDT M4 97A	Prepare for Training (Category 2)
		TDT M5 97A	Deliver Training (Category 2)
		TDT M6 97A	Review and Promote Training (Category 2)
N	Assessment	TDT N2 97A	Extension Unit - Plan and Review Assessment
		TDT N3 97A	Develop Assessment Tools
P	Business Planning	TDT P1 97A	Develop Plans to Meet Customer and Organisation Needs
		TDT P2 97A	Facilitate and Capitalise on the Change in the Workplace
		TDT P5 98A	Manage Workplace Information
		TDT P10 98A	Assess Job Requirements and Provide Quotation
Q	Financial Management	TDT Q6 98A	Administer International Trading Accounts
R	Contract and Procurement	TDT R1 98A	Monitor Supplier Performance
		TDT R2 98A	Source Goods/Services and Evaluate Contractors

Requirements for completion of the Qualification:

Certificate IV requires successful assessment against 28 units in total of which 7 units are aligned at AQF I, a minimum of 7 and a maximum of 9 units at AQF level II, a minimum of 7 units at AQF IV and a minimum number of units to achieve an AQF III outcome consistent with the Transport and Distribution Training Package Assessment Guidelines. Training and Assessment units will be considered as one unit respectively.

CASH IN TRANSIT

CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (CASH IN TRANSIT)

Characteristics of the Qualification

Title:

Certificate III in Transport and Distribution (Cash in Transit)

Rationale:

A general qualification for the Cash in Transit Industry. Successful completion will require competency in units that relate to work defined as aligned to AQF Level III.

"Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities most of which may be routine and predictable."

Qualification Contents:

FIELD	UNIT
C Driving Vehicle	TDT C4 97A Drive Heavy Rigid Vehicle
	TDT C7 97A Operate Vehicle Carrying Special Loads
D Load Handling	TDT D41 98A Undertake Cash in Transit Loading and Unloading in an unsecured Environment
F Occupational Health and Safety	TDT F8 97A Provide First Aid in the Workplace
	TDT F9 97A Manage Breakdowns and Emergencies
G Teamwork	TDT G2 97A Lead Work Team or Group
H Route Planning and Navigation	TDT H2 97A Plan and Navigate Routes
J Quality Management	TDT J1 97A Apply Quality Procedures
K Computing and Technology	TDT K4 97A Use Computers in the Workplace
M Training	TDT M1 97A Prepare for Training (Category 1)
	TDT M2 97A Deliver Training (Category 1)
	TDT M3 97A Review Training (Category 1)
N Assessment	TDT N1 97A Conduct Assessment
	TDT N2 97A Extension Unit - Plan and Review Assessment
O Security	TDT O3 98A Implement Cash in Transit Security
	TDT O4 98A Test and Inspect Cash in Transit Security Equipment
	TDT O5 98A Respond to Cash in Transit Security Incidents

Requirements for the completion of the Qualification:

Successful assessment/s to achieve a Certificate level II in Transport and Distribution (Road Transport), achievement of the relevant Security Industry Competency Standard/s relating to firearm use and maintenance, and successful assessment of 7 units aligned within this qualification, of which TDT D41 98A, TDT O3 98A, TDT O4 98A and TDT O5 98A are compulsory. All assessments are to be consistent with Transport and Distribution Training Package Assessment Guidelines.

MOBILE CRANES

CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (MOBILE CRANES OPERATIONS)

Characteristics of the Qualification

Title

Certificate III in Transport and Distribution (Mobile Crane Operations)

Rationale

A general qualification for the Mobile Crane Operations sector of the Road Transport Industry. Successful completion will require competency in units that relate to work defined as aligned AQF Level 3.

"Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints."

Units may be selected from the following units:

FIELD	UNIT		
B	Equipment Checking and Maintenance	TDT B1 97	Check and assess operational capability of equipment
		TDT B11 98A	Set up and rig crane for lift
		TDT B12 98A	Plan job and set up work area
		TDT B13 98A	Maintain mobile cranes
		TDT B14 98A	Load and unload wheeled or tracked crane
		TDT B15 98A	Undertake site inspection
		TDT B16 98A	De-rig, pack and store tools and equipment
		TDT B17 98A	Assemble/dismantle boom or jib
C	Driving Vehicles	TDT C4 97	Drive heavy rigid vehicles
		TDT C5 97	Drive heavy combination vehicles
		TDT C10 97	Pilot or escort oversize and/or mass loads
D	Load Handling	TDT D1 97	Shift Materials Safely
		TDT D10 97	Operate a Forklift
		TDT D13 97	Move Materials Mechanically
		TDT D31 98A	Rig load
		TDT D33 98A	Operate a vehicle self loading crane
		TDT D34 98A	Operate a mobile crane on a demolition site
		TDT D35 98A	Operate a Boom Type Elevating work platform
		TDT D36 98A	Lift and move load using mobile crane up to and including 20 tonne
		TDT D40 98A	Control lift and movement of load

CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (MOBILE CRANES OPERATIONS)
CONTINUED

FIELD		UNIT	
E	Communication and Calculation	TDT E8 97	Process Workplace Documents
		TDT E9 97	Use pilot and escort communication
		TDT E15 98A	Undertake rigger/dogger and driver communications
		TDT E16 98A	Estimate/calculate load shifting requirements
F	Occupational Health & Safety	TDT F1 97	Follow Occupational Health & Safety Procedures
		TDT F2 97	Conduct Housekeeping Activities
		TDT F6 97	Apply Emergency-Accident Procedures
		TDT F8 97	Provide first-aid in the workplace
G	Teamwork	TDT G1 97	Work Effectively with Others
I	Customer Service	TDT I2 97	Apply Customer Service Skills
J	Quality	TDT J1 97	Apply Quality Procedures
K	Computers & Technology	TDT K2 97	Use Infotechnology devices in the workplace
L	Resource Management	TDT L1 97	Complete Induction Procedures

Requirements for completion of the Qualification

A successful assessment outcome will combine the compulsory units (17 shaded units) plus the completion of a further 4 units.

CERTIFICATE IV IN TRANSPORT AND DISTRIBUTION (MOBILE CRANES OPERATIONS)

Characteristics of the Qualification

Title

Certificate IV in Transport and Distribution (Mobile Crane Operations)

Rationale

A general qualification for the Mobile Crane Operations sector of the Road Transport Industry. Successful completion will require competency in units that relate to work defined as aligned AQF Level 4.

"Performance of a broad range of skilled applications including requirements to evaluate and analyze current practices, develop new criteria and procedure for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills. "

Units may be selected from the following units of Competency aligned to Certificate IV.

FIELD		UNIT	
D	Load Handling	TDT D30 98A	Supervise mobile crane operations
		TDT D32 98A	Plan and conduct specialised lift
F	Occupational Health and Safety	TDT F 7 97	Implement Emergency-Accident Procedures
I	Customer Service	TDT I1 97	Manage Quality Customer Service
J	Quality	TDT J2 97	Apply quality systems
L	Resource Management	TDT L3 97	Conduct induction procedures
M	Training	TDT M1 97	Prepare for training (Category 1)
		TDT M2 97	Deliver Training (Category 1)
		TDT M3 97	Review Training (Category 1)
N	Assessment	TDT N1 97	Conduct assessment in accordance with an established assessment procedure
		TDT N2 97	Extension unit – plan and review assessment
		TDT N3 97	Develop assessment tools
P	Business Planning	TDT P10 98A	Assess job requirements and provide quotation

Requirements for completion of the Qualification

A successful assessment outcome for 6 of the units aligned with this qualification consistent with the Transport and Distribution Training Package Assessment guidelines. The three training units and three assessment units will be considered as one unit respectively.

COMPETENCY STANDARDS

- Are the criteria to be used for any assessment leading to national recognised qualifications
- Are required to provide sufficient detail for a proper assessment of competency
- Must reflect workplace competency needs, they are not a course of training
- Are made of building blocks called units. A collection of units of competency (Competency Standards) needs to cover the full range of work activities within an industry. Sometimes units of competency from other industry sectors may be used to reduce duplication. Assessments will group together relevant units of competency
- Are to be used for assessment of new or existing employees and may assist employees to assess their own skills and knowledge and identify where training is needed
- Need to be able to be used flexibly by enterprises to reflect the different job roles and functions of individuals as well as the different business activities of the enterprise
- Competency Standards are intended to describe industry's perspective of work requirements for the industry sector or across industry.

Standards Describe:

- The kinds of skills, knowledge and attributes needed to be applied in work activities
- The indicators that describe when someone performs these activities well
- What employers and workers describe as required work competence
- The criteria used for assessment of competency

The Standards are not a curriculum document or a training program. Standards provide a basis for assessment including the recognition of current competency within the National Training Framework.

STRUCTURE AND LAYOUT OF THE STANDARDS

Each unit of competency consists of:

- Elements
- Performance criteria
- Evidence guide
- Range of variables

Performance Criteria, Range of Variables and Evidence Guides together identify what must be assessed for a unit of competency within the framework provided by the elements statements. Units of Competency may be assessed (and learned) in an integrated fashion with other units of competency.

UNITS OF COMPETENCY

Describe a broad area of performance.

Units of competency must:

- Be transferable and integrate a number of skills
- Define a major skills area of industry
- Relate to realistic work place activities
- Allow contextualisation to particular workplaces, products, work systems and circumstances whilst maintaining transferability

Successful achievement of units of competency would normally require the use of several skills and the application of knowledge, attitudes and values in the work.

Contextualisation and customisation must maintain the integrity of the units of competency.

ELEMENTS OF COMPETENCY

Identify and describe actions of outcomes (performances) which are observable. They are the smallest logical, identifiable, discrete sub-groupings of actions and knowledge that make up a unit of competency.

They are the component activities of the unit.

An element defines the skills associated with the unit. Elements provide further information on the scope of the unit of competency.

PERFORMANCE CRITERIA

Outline what people do to display competency.

Performance criteria are as precise as possible.

They:

- Describe evidence that is observable
- Describe only essential aspects of performance
- Refer to the work requirements where practicable
- Describe aspects of work organisations and the overall work role
- Avoid specifying procedures or methods

RANGE OF VARIABLES

Specify the range of contexts and conditions in which the competency is valid. Information must include:

- Legislation such as Occupational Health and Safety
- The range of equipment, processes and procedures
- Requirements arising from enterprise procedures
- Special characteristics and needs of customers
- Particular locations

- The range of applications arising from particular quality assurance systems

EVIDENCE GUIDES

Cover the required evidence of competency including the critical aspects of a unit including underpinning knowledge and the relationship of the unit to other units of competency.

The Evidence Guides provide information for assessors and candidates, supplementing information given in the Performance Criteria.

KEY COMPETENCIES

There are also competencies that underlie all work, the Key Competencies. Key competencies are integrated within the units of competency and are allocated to three performance levels.

Key Competencies are seen to have the capacity to assist in the transfer of knowledge and skill to new situations eg. different equipment or software, new processes.

1. Collecting, analysing and organising information

The capacity to locate information, sift and sort information in order to select what is required and present it in a useful way, and evaluate both the information itself and the sources and methods to obtain it.

2. Communicating ideas and information

The capacity to communicate effectively with others using a range of spoken, written, graphic and other non-verbal means of expression.

3. Planning and organising activities

The capacity to plan and organise one's own work activities, including making good use of time and resources, sorting out priorities and monitoring one's own performance.

4. Working with others in teams

The capacity to interact effectively with other people both on a one-to-one basis and in groups, including understanding and responding to the needs of a client and working effectively as a member of a team to achieve a shared goal.

5. Using mathematical ideas and techniques

The capacity to use concepts such as number, space and measurement and techniques such as estimation for practical purposes.

6. Solving problems

The capacity to apply problem solving strategies in purposeful ways, both in situations where the problem and the desired solution are clearly evident and in situations requiring critical thinking and a creative approach to achieve an outcome.

7. Using technology

The capacity to apply technology, combining the physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems. (Mayer, 1992)

SUMMARY OF KEY COMPETENCY STRANDS AND LEVELS

KEY COMPETENCIES	PERFORMANCE LEVEL 1	PERFORMANCE LEVEL 2	PERFORMANCE LEVEL 3
1. Collecting, analysing and organising ideas and information	Access and record - single source	Access, select and record - more than one source	Access, evaluate and organise - range of sources
2. Communicating ideas and information	Simple - familiar setting	Complex - particular context	Complex - variety of contexts
3. Planning and organising activities	Under supervision	With guidance	Independently initiate and evaluate complex activity
4. Working with others and in teams	Familiar activities	Help formulate and achieve goals	Collaborate in complex activities
5. Using mathematical ideas and techniques	Simple tasks	Select appropriate complex tasks	Evaluate and adapt as appropriate for task
6. Solving problems	Routine - minimal supervision Exploratory - close supervision	Routine - independently Exploratory - with guidance	Complex problems Implement systematic approach; explain processes
7. Using technology	Reproduce or present basic product or service	Construct organise or operate products or services	Design or tailor products or services

Unit TDT A30 98A ORGANISE CARGO FOR EXPORT

Field A Handling Stock

DESCRIPTION:

Skills and knowledge required to organise the export of cargo

ELEMENT	PERFORMANCE CRITERIA
1. Confirm correct preparation of consignment	<ul style="list-style-type: none"> a. Consignment is checked to ensure that: <ul style="list-style-type: none"> a.1. cargo is consistent with packing specification a.2. cargo is suitable for the type and method of transport a.3. labelling and marking of cargo conforms with domestic and international regulations and enterprise requirements a.4. packaging of cargo conforms to regulatory requirements and is appropriate for the method of transport b. Discrepancies in the composition or preparation of the cargo are noted and action undertaken in accordance with enterprise procedures
2. Organise the loading of cargo	<ul style="list-style-type: none"> a. Handling methods and equipment suitable to the goods and transport method are selected b. Goods transfer methods between modes of transport are selected where appropriate c. Procedures for the loading of cargo is organised to ensure that: <ul style="list-style-type: none"> c.1. available space is used efficiently c.2. goods are packed for ease of inspection and to meet delivery and customer requirements c.3. goods are secured ensuring no damage to contents c.4. weight and volume of consolidated cargo conforms to specifications d. Employees, equipment and temporary storage areas (if required) are allocated and supervised e. Individuals are informed of work requirements and timelines f. Work processes are monitored to ensure that resources, both human and equipment are maintained at productive levels and within OH&S requirements
3. Process documentation	<ul style="list-style-type: none"> a. All relevant documentation is consolidated and checked for completion b. Discrepancies in documentation are identified and action undertaken in accordance with enterprise procedures c. Documents are filed/stored/forwarded in accordance with enterprise procedures

Range of Variables

ORGANISE CARGO FOR EXPORT

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the freight forwarding sector of the Transport and Distribution industry b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. hazardous or dangerous materials f.2. contamination of, or from, materials being handled f.3. noise, light, energy sources f.4. stationary and moving machinery, parts or components f.5. dust/vapours f.6. spills, leakages, ruptures f.7. service lines g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment h. Requirements for work may include: <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. use of safety and personal protection equipment h.3. communications equipment h.4. specialised lifting and/or handling equipment h.5. incident/accident breakdown procedures h.6. relevant guidelines h.7. specified loading operations h.8. hours of operation h.9. authorities and permits i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, potential customers and existing clients i.3. relevant authorities i.4. management and union representatives i.5. Occupational Health and Safety specialists, i.6. other maintenance, professional or technical staff
2. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals, job specifications and procedures and induction documentation c. Competency standards and training materials d. Manufacturer's/client specifications, instructions and labelling advice including materials safety data sheets e. Workplace operating procedures and policies f. Supplier and/or client instructions g. Australian and International standards, criteria and certification requirements h. Communications technology equipment, oral, aural or signed communications i. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> i.1. workplace agreements and awards i.2. occupational health & safety procedures j. Applicable State, Territory, Commonwealth legislative framework and guidelines concerning: <ul style="list-style-type: none"> j.1. Occupational Health & Safety j.2. Dangerous goods and hazardous substances j.3. Environment Protection j.4. Import and export of cargo k. Standards and certification requirements l. Quality assurance procedures m. Emergency procedures n. International transport regulations, codes and procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Goods to be transported may be: dangerous, hazardous, perishable, fragile, packaged goods or in liquid or solid form b. Forms of documentation include: packing specifications and lists, manifests, invoices c. Transport modes include air, sea or multi-modal

Evidence Guide

ORGANISE CARGO FOR EXPORT

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> a.1. assess requirements for loading cargo for export a.2. selection of appropriate materials handling methods and equipment a.3. select appropriate equipment and work systems a.4. identify job and site hazards and organise work to minimise risks a.5. determine and complete required documentation a.6. use appropriate communication strategies and equipment a.7. maintain enterprise records and documentation
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Display of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. operational procedures for the transfer and storage of goods a.4. application of relevant agreements, codes of practice or other legislative requirements including local and international freight regulations a.5. batching, dating and numbering procedures
4. Resource implications	<ul style="list-style-type: none"> a. Cargo for export, transport mode, containers, handling equipment, personnel, export documentation
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Demonstrates consistency of performance over time and in a range of contexts f. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> f.1. codes of practice, hazard policies and procedures f.2. issue resolution procedures f.3. job procedures and work instructions f.4. guidelines relating to the safe use of machinery and equipment f.5. quality assurance procedures (where existing) f.6. security procedures f.7. housekeeping processes f.8. waste, pollution and recycling management processes g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	1

Unit TDT A31 98A CONSOLIDATE FREIGHT

Field A Handling Stock

DESCRIPTION:

Skills and knowledge required to combine or consolidate multiple shipments of products into higher volume shipments

ELEMENT	PERFORMANCE CRITERIA
1. Assess scope to consolidate freight	<ul style="list-style-type: none">a. Capacity and capability of different transport modes available to the organisation are assessed against proposed taskb. Individual consignment loads are evaluated to identify:<ul style="list-style-type: none">b.1. Type, capacity and compatibility of cargob.2. Agreed delivery times and routing schedulesb.3. Pick up and drop-off pointsb.4. Specified carrier/mode of transportb.5. Agreed cost structurec. Information is analysed to determine where opportunities for freight consolidation existd. Volumes and dimensions of proposed consolidation are calculatede. Proposed consolidation is matched against operational capacity and capability of carrier
2. Prepare consignment documentation	<ul style="list-style-type: none">a. Consignment documentation is prepared for consolidated cargob. Labelling and marking requirements of cargo are documented in accordance with domestic and international regulations and enterprise requirementsc. Packaging requirements for consolidated cargo conform to regulatory requirementsd. Procedures for the loading of cargo are planned to ensure that:<ul style="list-style-type: none">d.1. available space is used efficientlyd.2. goods are packed for ease of inspection and to meet delivery and customer requirementsd.3. goods are secured ensuring no damage to contentsd.4. weight and volume of consolidated cargo conforms to specificationse. Consignment documentation is completed and filed/stored in accordance with workplace procedures

Range of Variables

CONSOLIDATE FREIGHT

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the freight forwarding sector of the Transport and Distribution industry b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Requirements for work may include: <ul style="list-style-type: none"> – freight forwarding protocols and procedures – communications equipment – enterprise operations – authorities and permits – hours of operation – relevant regulations g. Consultative processes may involve: <ul style="list-style-type: none"> – other employees and supervisors – international and domestic agents, suppliers, clients – relevant authorities and institutions – management – Occupational Health and Safety specialists, – other professional or technical staff
2. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Operations manuals, job specifications and procedures and induction documentation b. Competency standards and training materials c. Manufacturer's/client specifications, instructions d. Workplace operating procedures and policies e. Supplier and/or client instructions f. Australian and International standards, criteria and certification requirements g. Communications technology equipment, oral, aural or signed communications h. Applicable State, Territory, Commonwealth legislative framework and guidelines concerning: <ul style="list-style-type: none"> h.1. Occupational Health & Safety h.2. Dangerous goods and hazardous substances h.3. Import and export of cargo i. Standards and certification requirements j. Quality assurance procedures k. Emergency procedures l. International transport regulations, codes and procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Consolidation of freight may include: mixed products from multiple areas for shipment to a single customer, consolidation of smaller shipments

Evidence Guide

CONSOLIDATE FREIGHT

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. assess the potential of individual shipments for freight consolidate</p> <p>a.2. plan for the consolidation of cargo including procedures and protocols for forwarding various cargo to different destinations</p> <p>a.3. plan for the loading and appropriate labelling and marking of cargo</p> <p>a.4. implement relevant export regulations to consolidated load</p> <p>a.5. maintain enterprise and regulatory records and documentation</p>
2. Interdependent assessment of units	b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. focus of operation of work systems, management, and organisational procedures</p> <p>a.2. application of customer service policies and procedures</p> <p>a.3. location, interpretation and application of relevant information</p> <p>a.4. calculation of volumes and dimensions</p> <p>a.5. analysis and evaluation of various data sources</p> <p>a.6. application of relevant codes of practice and legislative requirements including local and international freight regulations</p>
4. Resource implications	b. Access to freight consolidation situations, enterprise documentation, information systems, shipment contracts
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the effective use of equipment and resources</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	1	2	2	2

DESCRIPTION:

Skills and knowledge required to organise the transport of freight

ELEMENT	PERFORMANCE CRITERIA
1. Plan transport operations	<ul style="list-style-type: none"> a. Knowledge of product to be freighted and workplace procedures are applied to the analysis of the transportation process b. Domestic and international regulations, codes and procedures for the transport of freight are identified c. Resources including manual handling equipment, employees competencies, storage areas, goods management equipment and transportation equipment are identified to match the task d. Work processes are planned to meet agreed timelines e. Types of transportation required for the freight or goods is identified to match customer requirements, freight type and delivery time f. Multiple transport modes are identified where applicable g. Goods transfer methods between modes of transport are selected where appropriate
2. Organise the transport of freight	<ul style="list-style-type: none"> a. Employees, equipment and temporary storage areas (if required) are allocated and supervised b. Freight is secured ensuring no damage to contents c. Handling methods suitable to the goods and transport method are selected d. Individuals are informed of work requirements and timelines e. Work processes are monitored to ensure that resources, both human and equipment are maintained at productive levels and within OH&S requirements f. Discrepancies in freight are noted and action undertaken in accordance with enterprise procedures
3. Complete organisational process	<ul style="list-style-type: none"> a. Monitoring processes to track the movement of freight are implemented b. Reporting requirements are communicated to appropriate personnel c. Workplace documents and records are checked for completion and filed/stored in accordance with enterprise procedures

Range of Variables

ORGANISE TRANSPORT OF FREIGHT OR GOODS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the Transport and Distribution industry b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. hazardous or dangerous materials f.2. contamination of, or from, materials being handled f.3. noise, light, energy sources f.4. stationary and moving machinery, parts or components f.5. dust/vapours f.6. spills, leakages, ruptures f.7. service lines g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment h. Requirements for work may include: <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. use of safety and personal protection equipment h.3. communications equipment h.4. specialised lifting and/or handling equipment h.5. incident/accident breakdown procedures h.6. authorities and permits h.7. hours of operations h.8. noise restrictions h.9. additional gear and equipment i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, potential customers and existing clients i.3. management and union representatives i.4. industrial relations, Occupational Health and Safety specialists i.5. other maintenance, professional or technical staff
2. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals, job specifications and procedures and induction documentation c. Competency standards and training materials d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets e. Workplace operating procedures and policies f. Supplier and/or client instructions g. Australian and International standards, criteria and certification requirements h. Communications technology equipment, oral, aural or signed communications i. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> i.1. workplace agreements and awards i.2. occupational health & safety procedures j. Applicable State, Territory, Commonwealth legislative framework and guidance material concerning: <ul style="list-style-type: none"> j.1. Occupational Health & Safety regulations and legislation j.2. Dangerous goods and hazardous substances j.3. Environment Protection Legislation j.4. Traffic Acts k. Standards and certification requirements l. Quality assurance procedures m. Emergency procedures n. International transport regulations, codes and procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Goods to be transported include materials in bulk, dangerous goods, packaged goods b. Storage areas may be existing, temporary or permanent c. Transport modes include road, air, rail, sea or combinations

Evidence Guide

ORGANISE TRANSPORT OF FREIGHT OR GOODS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. assess storage and transport requirements and availability for the goods to be transported</p> <p>a.2. estimate weight and dimensions of load and any special requirements</p> <p>a.3. select appropriate equipment and work systems</p> <p>a.4. identify job and site hazards and plan work to minimise risks</p> <p>a.5. determine (any) required permits</p> <p>a.6. locate, interpret and apply relevant information</p> <p>a.7. maintain enterprise records and documentation</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</p> <p>a.2. implications of OHS/OSH legislation and codes of practice</p> <p>a.3. permit and licence requirements</p> <p>a.4. operational procedures for the transfer and storage of goods including multi-modal transport</p> <p>a.5. prioritising work and co-ordinating self in relation to activities</p> <p>a.6. enterprise work procedures</p> <p>a.7. focus of operation of work systems and equipment</p> <p>a.8. application of relevant agreements, codes of practice or other legislative requirements including local and international freight regulations</p> <p>a.9. identification and correct use of equipment, processes and procedures</p> <p>a.10. planning own work including predicting consequences and identifying improvements</p>
4. Resource implications	a. Goods for transport, equipment, personnel, destination
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the safe use of machinery and equipment</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

DESCRIPTION:

Skills and knowledge required to organise the international transport of freight.

ELEMENT	PERFORMANCE CRITERIA
1. Confirm customer requirements	<ul style="list-style-type: none"> a. Customer requirements for the movement of cargo in terms of the nature of goods, the countries of origin and destination, the timescales for collection and delivery and the estimated budget for the transaction are confirmed b. Customer priorities for the shipment are confirmed c. Decisions on possible routes taking into account known variables is undertaken
2. Organise freight arrangements	<ul style="list-style-type: none"> a. International regulations, codes of procedures for the transport of freight are confirmed b. Work processes are planned to meet agreed timelines c. Transport modes (including multi-modal options) are matched to customer requirements, freight type and delivery times d. Availability of selected carrier(s) is checked including modes of transport, scheduled departure dates and times, transfer times and costs for each stage of shipment e. Arrangements are made to consolidate freight, where appropriate f. Freight carrier(s) booking(s) are confirmed g. Transport of freight to selected international carrier is organised
3. Communicate with shipping agents and authorities	<ul style="list-style-type: none"> a. Freight documentation is checked for accuracy and forwarded as appropriate to shipping agents and authorities b. Confirmation of despatch of freight from international carrier is obtained c. Arrival of cargo at port of entry is confirmed d. Acceptance of freight documentation is confirmed e. Payments are authorised f. Cargo is on-forwarded from point of entry, where required g. Customer is advised that freight has been forwarded to point of destination

Range of Variables

ORGANISE INTERNATIONAL TRANSPORT OF FREIGHT

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the freight forwarding sector of the Transport and Distribution industry b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Requirements for work may include: <ul style="list-style-type: none"> f.1. freight forwarding protocols and procedures f.2. communications equipment f.3. enterprise operations f.4. authorities and permits f.5. hours of operations f.6. relevant regulations g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. international and domestic agents, suppliers, clients g.3. relevant authorities and institutions g.4. management g.5. Occupational Health and Safety specialists, g.6. other professional or technical staff
2. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals, job specifications and procedures and induction documentation c. Competency standards and training materials d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets e. Workplace operating procedures and policies f. Supplier and/or client instructions g. Australian and International standards, criteria and certification requirements h. Communications technology equipment, oral, aural or signed communications i. Applicable State, Territory, Commonwealth legislative framework and guidelines concerning: <ul style="list-style-type: none"> i.1. Occupational Health & Safety i.2. License, Patent or copyright arrangements i.3. Dangerous goods and hazardous substances i.4. Import and export of cargo i.5. Environment Protection i.6. Traffic Acts j. Standards and certification requirements k. Quality assurance procedures l. Emergency procedures m. International transport regulations, codes and procedures

Evidence Guide

ORGANISE INTERNATIONAL TRANSPORT OF FREIGHT

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. assess transport requirements, options and availability of carriers</p> <p>a.2. estimate weight and dimensions of load and any special requirements</p> <p>a.3. liaise with shipping agents and authorities</p> <p>a.4. communicate effectively in writing and respond to telephone and verbal inquiries</p> <p>a.5. identify and plan work to minimise risks</p> <p>a.6. determine (any) required permits</p> <p>a.7. locate, interpret and apply relevant information</p> <p>a.8. maintain enterprise records and documentation</p> <p>a.9. communicate effectively with customer</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. International freight regulations, time zones, currency conversions, schedules and rating systems</p> <p>a.2. implications of OHS/OSH legislation and codes of practice</p> <p>a.3. operational procedures for the international transfer of cargo</p> <p>a.4. focus of operation of work systems and equipment</p> <p>a.5. application of relevant agreements, codes of practice or other legislative requirements including local and international freight regulations</p> <p>a.6. identification and correct use of equipment, processes and procedures</p> <p>a.7. planning own work including predicting consequences and identifying improvements</p>
4. Resource implications	<p>a. Goods for transport, freight documentation, access to carrier(s), international schedules and route plans</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the effective use of equipment and resources</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	2	3	2

Unit TDT B3 97A CARRY OUT VEHICLE MAINTENANCE

Field B Equipment Checking and Maintenance

DESCRIPTION:

Core skills and knowledge to undertake routine maintenance and minor repairs on vehicles which result from routine inspections

ELEMENT	PERFORMANCE CRITERIA
1. Diagnose vehicle faults and undertake repairs for the safe operation of a vehicle	<ul style="list-style-type: none">a. Faults in the vehicle electrical system are identified, diagnosed and repaired following manufacturer's specifications and company procedures.b. Faults in the fuel system are identified, diagnosed and repaired following manufacturer's specifications and company procedures.
2. Maintain the vehicle systems	<ul style="list-style-type: none">a. Fluid levels are checked and adjusted following manufacturer's specifications and company procedures.b. Air levels are checked and adjusted following manufacturer's specifications and company procedures.
3. Carry out minor repairs to a vehicle	<ul style="list-style-type: none">a. Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturer's instructions and company proceduresb. Tyres are repaired or replaced as on vehicle following company procedures and manufacturer's instructionsc. The need for more complex maintenance procedures is identified and the problem correctly referred following company procedures
4. Complete documentation	<ul style="list-style-type: none">a. Records of routine maintenance and repairs are kept in accordance with company procedures

Range of Variables

CARRY OUT VEHICLE MAINTENANCE

VARIABLE	SCOPE
1. Type of vehicle	a. includes all commercial road transport vehicles for example, light vehicles, heavy vehicles, combination vehicles
2. Type of minor repairs	a. includes all minor repairs, for example, the replacement of headlights, door mirrors, coolant hose, fuse, fan belt, rear tail-light lens, tyres and repair of tyre punctures
3. Type of service	a. includes all minor services, for example, replacement of oils and replacement of air in tyres
4. Workplace environment	a. includes all road transport situations, for example <ul style="list-style-type: none"> a.1. operations conducted at day or night a.2. work conducted in confined spaces , exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
5. Level of Supervision	a. may be limited or minimum supervision
6. OH and S Standards	a. as per company and statutory requirements
7. Regulations/Legislation	a. occupational health and safety legislation b. company policies and procedures
8. Documentation and Reporting Systems	a. as per company requirements
9. Procedures	a. those prescribed for the specific vehicle by the relevant traffic authority and company policies.

Evidence Guide

CARRY OUT VEHICLE MAINTENANCE

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of the inspection procedures and regulations for the type of vehicle designed to carry the special load concerned b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. May be assessed in conjunction with <i>Carry out inspection of vehicle</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. OH and S requirements a.2. inspection procedures a.3. service procedures a.4. operation of electrical system a.5. operation of fuel system a.6. basic fault finding procedures a.7. reporting and documentation requirements b. Underpinning skills <ul style="list-style-type: none"> b.1. reading and comprehension of simple statements in English b.2. writing of simple reports b.3. ability to apply housekeeping standards b.4. ability to use and maintain all required materials, tools and parts b.5. recognition and diagnosis of faults and vehicle irregularities b.6. ability to perform work under the required level of supervision b.7. ability to minimise waste
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to equipment and materials required to service and repair the vehicle
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrated for the relevant classification of vehicle, by day and night and in varied weather conditions b. Assessment of this unit of competence will usually include observation of work processes and procedures, measurement and evaluation of products or work outcomes; oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	1	2	2

Unit TDT B4 97A CARRY OUT VEHICLE INSPECTION

Field B Equipment Checking and Maintenance

DESCRIPTION:

Core skills and knowledge to undertake vehicle inspections, including basic fault identification and reporting

ELEMENT	PERFORMANCE CRITERIA
1. Check the vehicle	<ul style="list-style-type: none">a. A visual check of the internal and external condition of the vehicle is carried out following company proceduresb. Pre-operational inspections and checks of the vehicle's tyres, suspension, fluid levels and other critical features are carried out to ensure conformance with road safety standardsc. Associated equipment is tested to ensure it functions correctly to manufacturer's specificationsd. Post start-up and shut down checks are carried out after engine is started to identify possible engine or electrical problemse. Warning systems (instruments and gauges) are checked to ensure they are operationalf. Where relevant, vehicle monitoring device is logged on/off in accordance with manufacturer's instructions and company policy
2. Clean vehicle	<ul style="list-style-type: none">a. Vehicle and associated equipment is cleaned in accordance with company procedures and legislation
3. Complete documentation	<ul style="list-style-type: none">a. Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by company procedures and legislationb. Records of inspection are updated and recommended repairs documented in accordance with company policies

Range of Variables

CARRY OUT VEHICLE INSPECTION

VARIABLE	SCOPE
1. Type of vehicle	a. includes all commercial road transport vehicles for example, light vehicles, heavy vehicles, combination vehicles
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces , exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. includes all relevant traffic acts and regulations
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. those prescribed for the specific vehicle by the relevant traffic authority and company policies

Evidence Guide

CARRY OUT VEHICLE INSPECTION

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of vehicle inspection, cleaning and routine maintenance procedures b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit could be assessed in conjunction with any of the units from <i>Driving vehicles</i> or <i>Carry out vehicle maintenance</i>
3. Underpinning knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. OH and S requirements a.2. visual inspection procedures a.3. pre-operational checking procedures a.4. warning systems checking procedures a.5. vehicle cleaning procedures a.6. reporting and documentation requirements b. Underpinning skills <ul style="list-style-type: none"> b.1. reading and comprehension of simple statements in English b.2. writing of simple reports b.3. ability to apply housekeeping standards b.4. ability to use and maintain all required materials, tools and parts b.5. recognition and diagnosis of faults and vehicle regularities b.6. use of cleaning equipment b.7. ability to minimise waste
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency requires access to the relevant vehicle
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of work processes and procedures, measurement and evaluation of products or work outcomes; oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

Unit TDT B5 97A CARRY OUT MAINTENANCE OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

Field B Equipment Checking and Maintenance

DESCRIPTION:
Skills and knowledge to maintain, service and carry out minor repairs on vehicles designed to carry special loads

ELEMENT	PERFORMANCE CRITERIA
1. Diagnose vehicle faults and undertake repairs for the safe operation of a vehicle	<ul style="list-style-type: none"> a. Faults in the vehicle and/or ancillary equipment electrical system are identified, diagnosed and repaired following manufacturer's specifications and company procedures b. Faults in the fuel system are identified, diagnosed and repaired following manufacturer's specifications and company procedures
2. Maintain the vehicle systems	<ul style="list-style-type: none"> a. Fluid levels in the vehicle and/or ancillary equipment are checked and adjusted following manufacturer's specifications and company procedures b. Air levels in the vehicle and/or ancillary equipment are checked and adjusted following manufacturer's specifications and company procedures
3. Carry out minor repairs to a vehicle	<ul style="list-style-type: none"> a. Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturer's instructions and company procedures. b. Tyres are repaired or replaced on vehicle following company procedures and manufacturer's instructions c. The need for more complex maintenance procedures is identified and the problem correctly referred following company procedures
4. Complete documentation	<ul style="list-style-type: none"> a. Records of routine maintenance and repairs are kept in accordance with company procedures

Range of Variables

CARRY OUT MAINTENANCE OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

VARIABLE	SCOPE
1. Type of vehicle:	a. includes all types of commercial vehicles which have been designed to carry special loads for example concrete agitator, livestock transporter, armoured car, tanker, refrigerated vehicle, waste vehicle, fresh produce vehicle, car carrier, container carrier
2. Type of minor repairs and service	a. includes all types of minor repairs and service, for example, replacement of headlights, door mirrors, coolant hose, fuse, fan belt, rear tail-light lens, tyres and repair of tyre punctures replacement of oils and replacement of air in tyres
3. Workplace environment	a. includes all road transport situations, for example <ul style="list-style-type: none"> a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
4. Level of Supervision	a. may be limited or minimum supervision
5. OH and S Standards	a. as per company and statutory requirements
6. Regulations/Legislation	a. occupational health and safety legislation b. company policies and procedures
7. Documentation and Reporting Systems	a. as per company requirements
8. Procedures	a. procedures are those prescribed for the specific vehicle by the relevant traffic authority and company policies.

Evidence Guide

CARRY OUT MAINTENANCE OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment b. Assessment must confirm sufficient knowledge of the maintenance and repair procedures and regulations for the type of vehicle designed to carry the special load concerned.\
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. May be assessed in conjunction with <i>Carry out inspection of vehicle designed to carry special loads</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. OH and S requirements a.2. maintenance procedures a.3. service procedures a.4. operation of electrical system a.5. operation of fuel system a.6. basic fault finding procedures a.7. reporting and documentation a.8. relevant government regulations b. Underpinning skills <ul style="list-style-type: none"> b.1. reading and comprehension of simple statements in English and writing of simple reports b.2. use of tools and equipment for vehicle repair and maintenance b.3. ability to apply housekeeping standards b.4. use and care of all required materials, tools and parts b.5. recognition and diagnosis of faults and vehicle irregularities b.6. ability to minimise waste
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to equipment and materials required to service and repair the vehicle
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrated for the relevant classification of vehicle, by day and night and in varied weather conditions b. Assessment of this unit of competence will usually include observation of work processes and procedures; measurement and evaluation of products or work outcomes; oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes.

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

Unit TDT B6 97A CARRY OUT INSPECTION OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

Field B Equipment Checking and Maintenance

DESCRIPTION:
Skills and knowledge to undertake inspections and cleaning of vehicles designed to carry special loads in accordance with road traffic authority and other relevant government regulations and company policies

ELEMENT	PERFORMANCE CRITERIA
1. Check the vehicle	<ul style="list-style-type: none"> a. A visual check of the internal and external condition of the vehicle is carried out following company procedures b. Pre-operational inspections and checks of the vehicle's tyres, suspension, fluid levels and other critical features are carried out to ensure conformance with road safety standards c. Associated equipment is tested to ensure it functions correctly to manufacturer's specifications d. Post start-up and shut down checks are carried out after engine is started to identify possible engine or electrical problems e. Warning systems (instruments and gauges) are checked to ensure they are operational f. Where relevant, vehicle-monitoring device is logged on/off in accordance with manufacturer's instructions and company policy
2. Clean vehicle	<ul style="list-style-type: none"> a. Vehicle and associated equipment is cleaned in accordance with company procedures and legislation b. Special purpose vehicle and ancillary equipment is cleaned in accordance with any relevant government regulations and company procedures
3. Complete documentation	<ul style="list-style-type: none"> a. Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by company procedures and legislation. b. Records of inspection are updated and recommended repairs documented in accordance with company policies

Range of Variables

CARRY OUT INSPECTION OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

VARIABLE	SCOPE
1. Type of vehicle	a. includes all vehicles designed to carry special loads, for example concrete agitator, livestock transporter, armoured car, tanker, refrigerated vehicle, waste vehicle, fresh produce vehicle, car carrier, container carrier, recovery vehicles
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces , exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. includes all relevant traffic acts and regulations, regulations covering special requirements for vehicles carrying special loads
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. those prescribed for the specific vehicle by the relevant traffic authority and company policies

Evidence Guide

CARRY OUT INSPECTION OF VEHICLES DESIGNED TO CARRY SPECIAL LOADS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of the inspection procedures and regulations for the type of vehicle designed to carry the special load concerned b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit should be assessed with <i>Carry out vehicle maintenance and minor repairs (core skills) (B1)</i>
3. Underpinning knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. OH and S requirements a.2. visual inspection procedures a.3. pre-operational checking procedures a.4. warning systems checking procedures a.5. vehicle cleaning procedures a.6. reporting and documentation requirements b. Underpinning skills <ul style="list-style-type: none"> b.1. reading and comprehension of simple statements in English b.2. writing of simple reports b.3. ability to apply housekeeping standards b.4. use and care of all materials, tools and parts b.5. recognition, observation and reporting of faults and vehicle irregularities b.6. use of cleaning equipment b.7. ability to minimise waste
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency requires access to the vehicle designed to carry a special load
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrated for the relevant classification of vehicle, by day and night and in varied weather conditions b. Assessment of this unit of competence will usually include observation of work processes and procedures; measurement and evaluation of products or work outcomes; oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

Unit TDT B7 97A CARRY OUT MAINTENANCE OF TRAILERS

Field B Equipment Checking and Maintenance

DESCRIPTION:

Basic skills and knowledge of routine servicing of a commercial vehicle trailer including basic fault diagnosis and repair

ELEMENT	PERFORMANCE CRITERIA
1. Identify faults and perform routine maintenance	a. Trailer faults are identified and diagnosed in accordance with company procedures b. Trailer components are lubricated in accordance with manufacturer's instructions and company procedures
2. Carry out repairs on trailers	a. Trailer air brake system is adjusted and any required minor maintenance or repairs are carried out b. Trailer's air brake system is inspected and adjusted, and any required minor maintenance or repairs carried out c. Trailer's electrical system is checked for correct operation and any required minor maintenance or repairs carried out d. Trailer's suspension and axles are inspected and identified faults repair and/or reported in accordance with company procedures e. Trailer's wheels and tyres are inspected, removed, repaired and refitted, as required, in accordance with company policy.
3. Complete documentation	a. Records of routine maintenance and repairs are kept in accordance with company procedures

Range of Variables

CARRY OUT MAINTENANCE OF TRAILERS

VARIABLE	SCOPE
1. Type of trailer	a. Includes all trailers attached to commercial vehicles
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces , exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. includes all relevant traffic acts and regulations, regulations covering special requirements for vehicles carrying special loads
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those for prescribed for trailers by the relevant traffic authority and company policies

Evidence Guide

CARRY OUT MAINTENANCE OF TRAILERS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge routine trailer maintenance and repair procedures b. Assessment must confirm the ability to apply this knowledge in a real of simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit could be assessed in conjunction with <i>Carry out inspection of trailers (Core skills)</i>
3. Underpinning knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. characteristics and typical fault conditions of brake systems, electrical systems, suspensions and axles, wheels and tyres a.2. fault and maintenance reporting and recording requirements a.3. routine trailer maintenance and repair procedures b. Underpinning skills <ul style="list-style-type: none"> b.1. use of basic maintenance/repair equipment b.2. reading and comprehension of simple statements in English b.3. recognition and diagnosis of faults and trailer irregularities b.4. writing of simple reports
4. Resources	<ul style="list-style-type: none"> a. Assessment of this unit will require access to relevant trailers, equipment and materials needed to repair and service trailers
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competency in this skill area is required for drivers of vehicles in the road transport industry with commercial trailers b. Assessment of this unit of competence will usually include observation of work processes and procedures; measurement and evaluation of products or work outcomes; oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

Unit TDT B8 97A CARRY OUT INSPECTION OF TRAILERS

Field B Equipment Checking and Maintenance

DESCRIPTION:

Basic skills and knowledge to undertake inspections of commercial vehicle trailer including basic fault diagnosis and repair

ELEMENT	PERFORMANCE CRITERIA
1. Check the trailer	<ul style="list-style-type: none">a. A visual check of the internal and external condition of the trailer is carried out following company procedures.b. Pre-operational inspections and checks of the trailer's brake systems, suspension and axles, electrical systems and wheels and tyres are carried out to ensure conformance with road safety standards.c. Associated equipment is tested to ensure it functions correctly to manufacturer's specification
2. Clean trailer	<ul style="list-style-type: none">a. Trailer and associated equipment is cleaned in accordance with company procedures and legislation
3. Complete documentation	<ul style="list-style-type: none">a. Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by company procedures and legislationb. Records of inspection are updated and recommended repairs documented in accordance with company policies

Range of Variables

CARRY OUT INSPECTION OF TRAILERS

VARIABLE	SCOPE
1. Type of trailer	a. includes all trailers attached to commercial vehicles
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/legislation	a. includes all relevant traffic acts and regulations, regulations covering special requirements for vehicles carrying special loads
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures:	a. procedures are those prescribed for the specific vehicle by the relevant traffic authority and company policies

Evidence Guide

CARRY OUT INSPECTION OF TRAILERS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of routine trailer inspection and fault diagnosis b. Assessment must confirm the ability to apply this knowledge in a real of simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit could be assessed in conjunction with <i>Carry out maintenance of trailers (Core skills)</i>.
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. characteristics and typical fault conditions of brake systems, electrical systems, suspensions and axles, wheels and tyres a.2. fault diagnosis and maintenance reporting and recording requirements a.3. routine trailer inspection procedures b. Underpinning skills <ul style="list-style-type: none"> b.1. trailer inspection and fault diagnosis skills b.2. recognition and diagnosis of faults and trailer irregularities b.3. writing of simple reports
4. Resources	<ul style="list-style-type: none"> a. Assessment of this unit will require access to relevant trailers, equipment and materials needed to inspect and clean trailers
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competency in this skill area is required for drivers of vehicles in the road transport industry with commercial trailers. Competence must be demonstrated for the relevant classification of trailer by day and night and in varied weather conditions b. Assessment of this unit of competence will usually include observation of work processes and procedures, measurement and evaluation of products or work outcomes; oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

Unit TDT B11 98A SET UP AND RIG CRANE FOR LIFT

Field B Equipment Checking and Maintenance

DESCRIPTION:

Skills and knowledge to stabilise and assemble mobile cranes

ELEMENT	PERFORMANCE CRITERIA
1. Position and stabilise crane	<ul style="list-style-type: none">a. Crane is directed to position as per job plan to ensure safe operation in accordance with applicable Australian Standards, codes of practice and manufacturers specificationsb. Ground is checked to ensure it is firm enough to bear the loadc. Appropriate plates or packing are correctly used to adequately distribute the loadd. Any outriggers and stabilisers are correctly deployed and positioned in accordance with manufacturers instructions and the appropriate Australian Standard and other relevant statutory regulationse. Outrigger packing is checked for adequacy prior to and after load is taken
2. Assemble crane	<ul style="list-style-type: none">a. The block is reeved in accordance with manufacturers instructionsb. Counterweights where required are installed to manufacturer's specificationsc. Any attachments are set up in accordance with manufacturer's instructionsd. Other personnel are assisted as necessary to ensure efficient and safe assembly and set up of cranee. Flies are assembled in accordance with manufacturers instructions as required

Range Of Variables

SET UP AND RIG CRANE FOR LIFT

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night and in a variety of weather conditions e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
2. Job role context	<ul style="list-style-type: none"> a. Consultative processes may involve: <ul style="list-style-type: none"> a.1. other employees and supervisors a.2. management a.3. union representatives a.4. clients a.5. industrial relations, Occupational Health and Safety specialists a.6. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals including load charts and crane and rigging manuals c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Communications technology equipment, oral, aural or signed communications j. Personal and work area work procedures and practices k. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> k.1. Occupational Health & Safety regulations and legislation k.2. License requirements k.3. Environment Protection Legislation k.4. Traffic Acts l. Standards and certification requirements m. Quality assurance procedures n. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment a.9. slings, chains, nets, brackets and other specialised lifting equipment a.10. noise restrictions

Evidence Guide

SET UP AND RIG CRANE FOR LIFT

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. set up crane for lift a.2. control on street safety a.3. ascertain weight and dimensions of load and radius requirements and COG a.4. select appropriate crane size and type a.5. communicate effectively in writing and respond to telephone and verbal inquiries a.6. identify job and site hazards a.7. determine required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain company records and documentation a.11. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of Units	<p>a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for crane crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Crane on site, equipment and lift requirements</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes e.8. waste, pollution and recycling management processes f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT B12 98A PLAN JOB AND SET UP WORK AREA

Field B Equipment Checking and Maintenance

DESCRIPTION:

Skills and knowledge required to plan and set up mobile crane work

ELEMENT	PERFORMANCE CRITERIA
1. Obtain and confirm job instruction/work specifications	<ul style="list-style-type: none"> a. Job instructions are obtained and checked to ensure specifications include all necessary information b. Lift plan and other work specifications are interpreted and clarification sought if necessary
2. Coordinate loading of gear and equipment	<ul style="list-style-type: none"> a. Specific gear necessary for job is identified and obtained b. Equipment is properly packed and secured according to company procedures to ensure injury and damage are avoided during transportation
3. Asses job requirements and work area	<ul style="list-style-type: none"> a. Adequate site access and egress is identified b. Potential hazards are identified and appropriate elimination or control measures selected c. Weight and dimensions of load are estimated or confirmed in consultation with customer and relevant personnel to ensure job is within limits of crane capacity d. Site information is interpreted and requirements confirmed with site supervisor e. Area is assessed to ensure there is sufficient space to establish crane and conduct lift f. Need to move mobile crane is assessed and, where applicable, route to be travelled is planned to ensure crane traverses firm surfaces and slopes are avoided where possible g. Any concerns about the safety or feasibility of the lift are discussed with the customer and if not resolved, reported to supervisor h. Payment arrangements are confirmed with customer where required i. Customer requirements are anticipated and suggestions made which will maximise safety and efficiency and minimise inconvenience
4. Design job plan	<ul style="list-style-type: none"> a. The job plan is developed to include hazard prevention/control measures and safety procedures in line with applicable Australian Standards, codes of practice and equipment manufacturers specifications b. Crane's load chart is consulted and information on permissible loads, radii, weights, boom and jib configurations taken into account in planning the job c. The job plan takes into account job requirements and customer priorities, and workplace rules and procedures d. Job plan is discussed and confirmed with relevant personnel e. Job plan details are documented as required
5. Set up work area	<ul style="list-style-type: none"> a. Site personnel and public are advised of any danger and site/work area is isolated as necessary in line with legislative, regulatory and customer requirements b. Site safety procedures are followed c. Required protective equipment is identified and fitted in accordance with manufacturers guidelines and customer requirements d. Ancillary equipment is assembled and erected where appropriate e. Load destination and travel route where applicable are prepared to accept load

Range Of Variables

PLAN JOB AND SET UP WORK AREA

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Activities may be conducted by day or by night in a variety of weather conditions d. Customers may be internal or external e. Operations conducted day or night and in a variety of weather conditions f. Environment may include movement of equipment, goods, materials and vehicular traffic g. Hazards may include: <ul style="list-style-type: none"> g.1. power lines g.2. noise, light, energy sources g.3. overhead service lines g.4. surrounding buildings, structures, facilities g.5. underground services g.6. obstructions g.7. uneven or unstable ground and recently filled trenches g.8. stationary and moving machinery and equipment g.9. hazardous or dangerous materials g.10. traffic hazards and congestion
2. Job role context	<ul style="list-style-type: none"> a. Consultative processes may involve: <ul style="list-style-type: none"> a.1. other employees and supervisors a.2. management a.3. union representatives a.4. clients a.5. industrial relations, Occupational Health and Safety specialists a.6. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Site plans b. Safe Working Load (SWL) and Working Load Limit (WLL) c. Operations manuals including load charts and crane and rigging manuals d. Induction documentation e. Competency standards and training materials f. Job specifications and procedures g. Manufacturer's specifications h. Workplace operating procedures and policies i. Supplier and/or client instructions j. Communications technology equipment, oral, aural or signed communications k. Personal and work area work procedures and practices l. Conditions of service, legislation and industrial agreements including: m. workplace agreements and awards n. occupational health & safety procedures o. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> o.1. Occupational Health & Safety regulations and legislation o.2. License requirements o.3. Environment Protection Legislation o.4. Traffic Acts p. Standards and certification requirements q. Quality assurance procedures r. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. authorities and permits a.3. hours of operation a.4. induction a.5. slings, chains, nets, brackets and other specialised lifting equipment a.6. noise restrictions a.7. personal protection equipment a.8. support trucks a.9. additional gear and equipment a.10. communications equipment

Evidence Guide

PLAN JOB AND SET UP WORK AREA

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. design a job plan a.2. set up a work area a.3. control on street safety a.4. ascertain weight and dimensions of load and radius requirements and COG a.5. select appropriate crane size and type a.6. identify job and site hazards a.7. determine required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information including site plans and job specifications a.10. maintain company records and documentation a.11. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of Units	a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function. A co-requisite to this unit is Estimate/calculate mass, area and dimensions for load shifting.
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for crane crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	a. Mobile crane, work site, job requirements
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes e.8. waste, pollution and recycling management processes f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	a. Assessment may occur on the job or in a simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

Unit TDT B13 98A MAINTAIN MOBILE CRANES

Field B Equipment Checking and Maintenance

DESCRIPTION:

Skills and knowledge required for routine lubrications, operational maintenance and safety checks

ELEMENT	PERFORMANCE CRITERIA
1. Plan maintenance operations	<ul style="list-style-type: none"> a. Tags, service records, log books and crane manufacturer's information are read prior to commencing maintenance, noting previously identified and manufacturer's recommendations b. Maintenance schedules are read and maintenance tasks noted to match the schedule c. A step by step procedure is worked out to minimise time delays and to sequence maintenance processes consistent with manufacturer's recommendations.
2. Complete pre-maintenance checks	<ul style="list-style-type: none"> a. Appropriate safe work area is selected for conduct of maintenance b. Required tools, consumables and equipment are identified and assembled c. Equipment is inspected for visible faults and loose or damaged components or equipment
3. Identify and assess (any) faults found	<ul style="list-style-type: none"> a. Conditions found are compared with manufacturer's information and intended use of crane b. Conditions noticed which may cause difficulties in the future are identified and the potential effect on the safe and efficient operation of the mobile crane is documented c. Potential fault conditions are reported to the appropriate personnel
4. Conduct maintenance operations and safety check	<ul style="list-style-type: none"> a. Fluid replacements and lubrication operations are completed b. Fluid levels are checked and adjusted c. Mechanical components are checked for secure attachments and tension(s) d. Mechanical adjustments are made e. The maintenance plan is followed and appropriate adjustments are made to the plan to deal with unexpected events f. Own work and crane system operations are checked to ensure that the crane's operational condition is to the required specifications g. Tools, equipment and unused consumables are returned to the appropriate location(s) and waste is disposed of within workplace policy and procedures
5. Complete maintenance records	<ul style="list-style-type: none"> a. Accurate reporting of the results of the safety check and the maintenance conducted is completed and filed in accordance with procedures, industry guidelines and (any) statutory requirements b. Clear reference in reports is made to any items which may not yet require maintenance but may affect the future working condition or safety of the mobile crane

Range Of Variables

MAINTAIN MOBILE CRANES

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
2. Job role context	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment a.9. noise restrictions a.10. slings, chains, nets, brackets and other specialised lifting equipment b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives b.4. industrial relations, Occupational Health and Safety specialists b.5. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Operations manuals including load charts and crane and rigging manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications including service and repair manuals f. Workplace operating procedures and policies g. Supplier and/or client instructions h. Materials safety data sheets i. Communications technology equipment, oral, aural or signed communications j. Personal and work area work procedures and practices k. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> k.1. Occupational Health & Safety regulations and legislation k.2. Environment Protection Legislation k.3. Traffic Acts l. Standards and certification requirements m. Quality assurance procedures n. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. This unit applies to maintenance activity on equipment used by the operator and is limited to lubrication, fluid, filter and accessory changing and checks for cracks, surface or structural faults or other damage

Evidence Guide

MAINTAIN MOBILE CRANES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to: b. identify and control hazards associated with the conduct of maintenance c. make checks for: <ul style="list-style-type: none"> c.1. pressure, fluid leaks, temperature c.2. tightness of bolts, fixtures, attachments and fittings within specifications c.3. cracks, surface or structural faults or other damage d. service lubrication points and change fluids following manufacturers and workplace instructions e. safety check the unit in the following systems <ul style="list-style-type: none"> e.1. warning devices e.2. operating lights or audible cues e.3. braking and transmissions e.4. lifting devices 	<ul style="list-style-type: none"> e.5. steering and suspension e.6. windscreen wipers e.7. isolation switches and shut down e.8. mechanical, electrical, electronic, hydraulic or pneumatic components f. explain and report implications on safe and effective work of (any) defects found which require specialist repairer g. record maintenance findings including: <ul style="list-style-type: none"> g.1. details of faulty equipment or specific components g.2. action taken g.3. results of testing and any details of any repair work to be undertaken h. locate, interpret and apply relevant information in relation to maintenance i. maintain company maintenance records and documentation j. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function. The unit <i>"Check and assess operational capability of equipment"</i> is a prerequisite to this unit	
3. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Display of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> a.1. mobile crane and related equipment maintenance and operational safety requirements a.2. implications of OHS/OSH legislation and codes of practice a.3. use, characteristics, capabilities and limitations of the lubrication and adjustment tools and equipment a.4. workplace procedures for maintenance and safety checks a.5. identification of non-conformities which may compromise operational capability a.6. focus of operation of crane systems and ancillary equipment in relation to safe operation and impact on maintenance requirements a.7. identification and correct use of equipment, processes and procedures a.8. planning own work including predicting consequences and identifying improvements 	
4. Resource implications	<ul style="list-style-type: none"> a. Access to: <ul style="list-style-type: none"> a.1. manufacturers specification and information on safe use of mobile cranes a.2. workplace or industry information on pre-operational checks a.3. tools and equipment for checking mobile cranes 	
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Modifies activities to cater for variations in workplace contexts and environment b. Effectively negotiates to resolve issues and problems c. Uses organisational structures effectively to complete work operations d. Demonstrates consistency of performance over a period of time and in a range of contexts e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. job procedures and work instructions e.3. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items e.4. housekeeping processes, waste, pollution and recycling management processes f. Maintenance procedures and safety checks reveal faults that may compromise safe and effective use of equipment g. Maintenance plan and conduct is in a logical order and meets workplace requirements h. Maintains maintenance records within workplace procedures i. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures j. Work completed systematically without injury to self or others or damage to goods and equipment 	
6. Context for assessment	a. Assessment may occur on the job or in a simulated work environment	

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	2	2	2

Unit TDT B14 98A LOAD AND UNLOAD WHEELED OR TRACKED CRANE

Field B Equipment Checking and Maintenance

DESCRIPTION:

Skills and knowledge required to load and unload mobile cranes on floats

ELEMENT	PERFORMANCE CRITERIA
1. Inspect site	a. Site access and exit routes are identified b. Site hazards are identified c. Loading and unloading area is selected based on assessment of work site requirements, physical conditions, proximity to job and safety of operations
2. Unload/load crane onto/from float	a. Vehicle is inspected and checked prior to unloading b. Pre-operational checks are conducted in accordance with manufacturers instruction and company requirements c. Float is positioned on site in designated loading/unloading area noting ground conditions and potential site hazards d. Lashings, chains, stabilisers and chocks are safely removed and correctly stowed and secured in designated areas e. Loading ramps are secured f. Crane is driven on/off float ensuring no injury to personnel or damage to equipment and site g. Crane is stabilised, shut down and secured
3. Secure crane for travel	a. Weight and dimensions of crane are established and compared to carrying capacity of vehicle b. Crane is correctly positioned on float c. Crane is secured using appropriate securing equipment and shackled to anchorage points in accordance with company/float securing system and manufacturers specifications d. Securing equipment is tightened to ensure security during travel e. Ramps are loaded and secured

Range Of Variables

LOAD AND UNLOAD WHEELED OR TRACKED CRANE

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
2. Job role context	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment a.9. noise restrictions a.10. slings, chains, nets, brackets and other specialised lifting equipment b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives b.4. industrial relations, Occupational Health and Safety specialists b.5. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals including load charts and crane and rigging manuals c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Communications technology equipment, oral, aural or signed communications j. Personal and work area work procedures and practices k. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> k.1. Occupational Health & Safety regulations and legislation k.2. Environment Protection Legislation l. Traffic Acts m. Standards and certification requirements n. Quality assurance procedures o. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Mobile cranes include wheeled and tracked units

Evidence Guide

LOAD AND UNLOAD WHEELED OR TRACKED CRANE

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. control on street safety a.2. estimate weight and dimensions of load a.3. communicate effectively in writing and respond to telephone and verbal inquiries a.4. identify job and site hazards a.5. determine required permits a.6. use appropriate communication strategies and equipment a.7. locate, interpret and apply relevant information a.8. maintain company records and documentation a.9. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for crane crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Work site, mobile crane and float</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Demonstrates consistency of performance over a period of time and in a range of contexts f. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> f.1. codes of practice, hazard policies and procedures f.2. issue resolution procedures f.3. job procedures and work instructions f.4. guidelines relating to the safe use of machinery and equipment f.5. quality assurance procedures (where existing) f.6. security procedures f.7. housekeeping processes f.8. waste, pollution and recycling management processes g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	2	1

Unit TDT B15 98A UNDERTAKE SITE INSPECTION

Field B Equipment Checking & Maintenance

DESCRIPTION:

Skills and knowledge required to inspect a site prior to quotation, to assess job requirements

ELEMENT	PERFORMANCE CRITERIA
1. Arrange site inspection	<ul style="list-style-type: none">a. Available information about customer requirements is obtained from relevant personnelb. Need for site inspection is confirmed through appropriate questioning and discussionc. Mutually acceptable meeting time is arranged with customerd. Full customer details are recorded according to company procedures
2. Clarify customer requirements	<ul style="list-style-type: none">a. Customer needs and perception of job are clearly established through appropriate questioning and discussionb. Alternative job methods are suggested where applicable and a safe and cost effective method negotiated with the customerc. Clients ability to provide any necessary competent personnel is ascertained
3. Define job requirements	<ul style="list-style-type: none">a. Information regarding load and movement requirements is accessed and any necessary measurements are taken to enable accurate estimation of job requirementsb. Specific scheduling needs are ascertained taking into account legislative and customer requirementsc. Information from site inspection and customer is used to identify hazards and contingenciesd. Specific site and job requirements are identifiede. Lift study is arranged as required to provide additional information or meet customer expectationsf. Necessity to be on site during lift is assessed in line with company policy taking into consideration complexity of job, potential hazards and expertise of available personnelg. Need for permits/authorisations is determined
4. Complete records	<ul style="list-style-type: none">a. Required records are updated accurately, legibly and promptly according to company proceduresb. Records include all relevant information about the job

Range Of Variables

UNDERTAKE SITE INSPECTION

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night and in a variety of weather conditions e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
2. Job role context	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment a.9. slings, chains, nets, brackets and other specialised lifting equipment a.10. noise restrictions b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives b.4. clients b.5. industrial relations, Occupational Health and Safety specialists b.6. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals including load charts and crane and rigging manuals c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Communications technology equipment, oral, aural or signed communications j. Personal and work area work procedures and practices k. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> k.1. Occupational Health & Safety regulations and legislation k.2. License requirements k.3. Environment Protection Legislation k.4. Traffic Acts l. Standards and certification requirements m. Quality assurance procedures n. Emergency procedures o. Job safety analysis p. Site plan
4. Unit specific factors	<ul style="list-style-type: none"> a. Sites include building, demolition or other sites

Evidence Guide

UNDERTAKE SITE INSPECTION

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. control on street safety a.2. ascertain weight and dimensions of load and radius requirements and COG a.3. select appropriate crane size and type a.4. identify job and site hazards a.5. determine required permits a.6. locate, interpret and apply relevant information a.7. maintain company records and documentation a.8. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of Units	<p>a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for crane crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Site and requirements for work</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes e.8. waste, pollution and recycling management processes f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

Unit TDT B16 98A DE-RIG, PACK AND STORE TOOLS AND EQUIPMENT

Field B Equipment Checking and Maintenance

DESCRIPTION:

Skills and knowledge required to dismantle, pack-up and store de-rigging gear

ELEMENT	PERFORMANCE CRITERIA
1. Inspect tools and equipment	a. Rigging gear is removed and inspected for damage and defects b. Damaged and defective gear is tagged and segregated for testing/repair/disposal by a qualified person
2. Secure outriggers	a. Any outriggers, stabilisers, counterweights and attachments are secured and stowed in accordance with manufacturer's instructions b. Outrigger packing is dismantled and stowed securely
3. Pack and store tools and equipment	a. Gear is cleaned as required and stored appropriately b. Additional gear is returned to depot, marked off and stored according to company procedures c. Other personnel are assisted as necessary to ensure efficient pack up
4. Complete records	a. Required company records are updated and processed accurately and promptly

Range Of Variables

DE-RIG, PACK AND STORE TOLLES AND EQUIPMENT

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night and in a variety of weather conditions e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
2. Job role context	<ul style="list-style-type: none"> a. Consultative processes may involve: <ul style="list-style-type: none"> a.1. other employees and supervisors a.2. management a.3. union representatives a.4. clients a.5. industrial relations, Occupational Health and Safety specialists a.6. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Operations manuals including load charts and crane and rigging manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications f. Workplace operating procedures and policies g. Supplier and/or client instructions h. Communications technology equipment, oral, aural or signed communications i. Personal and work area work procedures and practices j. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> j.1. Occupational Health & Safety regulations and legislation j.2. Traffic Acts k. Standards and certification requirements l. Quality assurance procedures m. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Materials are checked, maintained and stored in accordance with company requirements

Evidence Guide

DE-RIG, PACK AND STORE TOOLS AND EQUIPMENT

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify faulty rigging equipment a.2. disassemble and store rigging equipment a.3. control on street safety a.4. communicate effectively in writing and respond to telephone and verbal inquiries a.5. identify job and site hazards a.6. use appropriate communication strategies and equipment a.7. locate, interpret and apply relevant information a.8. maintain company records and documentation a.9. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of Units	<p>a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for crane crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Rigged mobile crane, tools and equipment</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes e.8. waste, pollution and recycling management processes f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

Unit TDT B17 98A ASSEMBLE/DISMANTLE BOOM OR JIB

Field B Equipment Checking and Maintenance

DESCRIPTION:

Skills and knowledge required to assemble and dismantle lattice boom cranes

ELEMENT	PERFORMANCE CRITERIA
1. Plan assembly / dismantling	a. Site selected to assemble/dismantle the boom and/or jib is as level as possible and unobstructed b. A plan for the assembly and dismantling of the crane is developed in accordance with the appropriate Australian Standard, other statutory regulations, licensing requirements and manufacturers specifications including any required licensing requirements
2. Assemble boom or jib	a. Equipment, (including personal protective equipment), is assembled and used relative to the requirements of the task b. The plan for assembly or dismantling of the boom/jib is carried out in accordance with manufacturers specifications, appropriate Australian Standards and other relevant statutory regulations and guides c. All connections on boom and jib pendants and rope anchorages are checked before boom is raised to ensure they are in good order, tight and secure

Range Of Variables

ASSEMBLE/DISMANTLE BOOM OR JIB

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night and in a variety of weather conditions e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials g. traffic hazards and congestion h. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
2. Job role context	<ul style="list-style-type: none"> a. Consultative processes may involve: <ul style="list-style-type: none"> a.1. other employees and supervisors a.2. management a.3. union representatives a.4. clients a.5. industrial relations, Occupational Health and Safety specialists a.6. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals including load charts and crane and rigging manuals c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Communications technology equipment, oral, aural or signed communications j. Personal and work area work procedures and practices k. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> k.1. Occupational Health & Safety regulations and legislation k.2. License requirements k.3. Traffic Acts l. Standards and certification requirements m. Quality assurance procedures n. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Requirements assembly may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. authorities and permits a.3. hours of operation a.4. slings, chains, nets, brackets and other specialised lifting equipment a.5. support trucks a.6. personal protection equipment

Evidence Guide

ASSEMBLE/DISMANTLE BOOM OR JIB

1. Critical aspects of evidence to be considered	a. Assessment must confirm appropriate knowledge and skills to: a.1. identify crane jib / boom components a.2. select a work site a.3. control on street safety a.4. ascertain weight and dimensions of load and radius requirements and COG a.5. select appropriate crane size and type a.6. identify job and site hazards a.7. determine required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain company records and documentation a.11. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of Units	a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function
3. Required knowledge and skills may include	a. Display of the following knowledge and skills in terms of job role or function: a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for crane crews a.5. company work procedures a.6. focus of operation of work systems and equipment a.7. application of relevant agreements, codes of practice or other legislative requirements a.8. identification and correct use of equipment, processes and procedures a.9. planning own work including predicting consequences and identifying improvements
4. Resource implications	a. Lattice boom crane, tools and equipment
5. Consistency in performance may include	a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes e.8. waste, pollution and recycling management processes f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	a. Assessment may occur on the job or in a simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT C1 97A DRIVE VEHICLE

Field C Driving Vehicles

DESCRIPTION:

Basic knowledge and skills to drive cars and light vehicles safely, including the systematic, safe and efficient control of all vehicle functions and effective management of hazardous situations.

ELEMENT	PERFORMANCE CRITERIA
1. Drive the vehicle	<ul style="list-style-type: none">a. Vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructionsb. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damagec. Driving hazards are identified and/or anticipated and avoided or controlled through defensive drivingd. The vehicle is driven in reverse, maintaining visibility and achieving accurate positioninge. The vehicle is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and company procedures
2. Monitor traffic and road conditions	<ul style="list-style-type: none">a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviationsb. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none">a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicleb. Performance and efficiency of vehicle operation is monitored during usec. Defective or irregular performance or malfunctions are reported to the appropriate authorityd. Vehicle records are maintained/updated and information is processed in accordance with company procedures

Range of Variables

DRIVE VEHICLES

VARIABLE	SCOPE
1. Type of vehicle	a. includes all cars and vehicles equal to or less than 4.5 tonnes GVM and seating up to 12 adults including the driver and all types of transmission
2. Workplace environment	a. includes all road transport situations, for example <ul style="list-style-type: none"> a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. Occupational Health and Safety Standards	a. as per company and statutory requirements
5. Regulations/Legislation	<ul style="list-style-type: none"> a. License category information b. Traffic laws and regulations c. Special regulatory requirements d. Emergency procedures
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those prescribed by the relevant traffic authority and company

Evidence Guide

DRIVE VEHICLES

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of the road rules, vehicle controls, instruments and indicators, defensive driving techniques, engine power management and safe driving strategies. b. Assessment must confirm the ability to start, steer, manoeuvre, position and stop a light vehicle; as well as to correctly apply the candidate's knowledge of road rules; vehicle controls, instruments and indicators; defensive driving techniques, engine power management and safe driving strategies.
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit usually is assessed in conjunction with any of the specialised relevant units in the <i>Driving vehicles</i> field
3. Underpinning skills knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Road laws a.2. Vehicle handling procedures a.3. Vehicle controls and indicators a.4. Difference between transmission types b. Underpinning Skills <ul style="list-style-type: none"> b.1. Defensive driving b.2. Map Reading b.3. Reading b.4. Monitoring and anticipating traffic hazards b.5. Stress management
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to relevant vehicle
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for the relevant work situation, by day or night and in varied weather conditions in a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures; quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
1	1	1	1	1	1	2

Unit TDT C2 97A DRIVE LIGHT RIGID VEHICLES

Field C Driving Vehicles

DESCRIPTION:

Knowledge and skills to drive light rigid vehicles safely, including the systematic and efficient control of all functions and management of hazardous situations

ELEMENT	PERFORMANCE CRITERIA
1. Drive the light rigid vehicle	<ul style="list-style-type: none">a. The light rigid vehicle is started, steered, manoeuvred, positioned, stopped in accordance with traffic regulations and manufacturers instructionsb. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damagec. Driving hazards are identified and/or anticipated and avoided or controlled through defensive drivingd. The light rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioninge. The light rigid vehicle is parked, shutdown and secured in accordance with manufacturer's specifications, traffic regulations and company procedures
2. Monitor traffic and road conditions	<ul style="list-style-type: none">a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviationsb. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none">a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicleb. Performance and efficiency of vehicle operation is monitored during usec. Defective or irregular performance or malfunctions are reported to the appropriate authorityd. Vehicle records are maintained/updated and information is processed in accordance with company procedures

Range of Variables

DRIVE LIGHT RIGID VEHICLES

VARIABLE	SCOPE
1. Type of vehicle	a. includes all light rigid vehicles for example trucks, buses greater than 4.5 tonnes or seating more than 12 adults including the driver
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. License category information b. Traffic laws and regulations c. Special regulatory requirements d. Emergency procedures
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those prescribed for light rigid vehicles by the relevant traffic authority and company

Evidence Guide

DRIVE LIGHT RIGID VEHICLES

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of the road rules; vehicle controls, instruments and indicators, defensive driving techniques, engine power management and safe driving strategies b. Assessment must confirm the ability to start, steer, manoeuvre, position and stop a light vehicle; as well as to correctly apply the candidate's knowledge of road rules; vehicle controls, instruments and indicators; defensive driving techniques, engine power management and safe driving strategies
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit should be assessed with <i>Drive Vehicles (A1)</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Road laws a.2. Vehicle handling procedures a.3. Vehicle controls and indicators a.4. Efficient driving techniques a.5. Difference between transmission types b. Underpinning skills <ul style="list-style-type: none"> b.1. Defensive driving b.2. Map Reading b.3. Reading b.4. Monitoring and anticipating traffic hazards b.5. Pre-operational checks of light rigid vehicles b.6. Stress management
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to relevant light rigid vehicle
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for the relevant work situation, by day or night and in varied weather conditions in a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures; quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology

Information				Techniques		
1	1	1	1	1	1	2

Unit TDT C3 97A DRIVING MEDIUM RIGID VEHICLES

Field C Driving Vehicles

DESCRIPTION:

Knowledge and skills to drive medium rigid vehicles safely, including the systematic and efficient control of all functions and management of hazardous situations

ELEMENT	PERFORMANCE CRITERIA
1. Drive the medium rigid vehicle	<ul style="list-style-type: none"> a. The medium rigid vehicle is started, steered, manoeuvred, positioned, stopped in accordance with traffic regulations and manufacturers instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage c. Engine operation is maintained within manufacturer's specified torque range and temperature through effective transmission use d. Braking system of medium rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions e. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving f. The medium rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning g. The medium rigid vehicle is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and company procedures
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none"> a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicle b. Performance and efficiency of vehicle operation is monitored during use c. Defective or irregular performance or malfunctions are reported to the appropriate authority d. Vehicle records are maintained/updated and information is processed in accordance with company procedures

Range of Variables

DRIVE MEDIUM RIGID VEHICLES

VARIABLE	SCOPE
1. Type of vehicle	a. includes all medium rigid vehicles, for example any 2-axle rigid vehicle, including truck and bus greater than 8 tonnes GVM
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. License category information b. Traffic laws and regulations c. Special regulatory requirements d. Emergency procedures
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures:	a. procedures are those prescribed for medium rigid vehicles by the relevant traffic authority and company

Evidence Guide

DRIVE MEDIUM RIGID VEHICLES

1. Critical aspects of evidence	<p>a. Assessment must confirm sufficient knowledge of the road rules, vehicle controls, instruments and indicators, defensive driving techniques, engine power management and safe driving strategies.</p> <p>b. Assessment must confirm the ability to start, steer, manoeuvre, position and stop a light vehicle, as well as to correctly apply the candidate's knowledge of road rules; vehicle controls, instruments and indicators; defensive driving techniques, engine power management and safe driving strategies</p>
2. Interdependent assessment of units	<p>a. This unit should be assessed with <i>Drive Vehicles (A1)</i></p>
3. Underpinning skills and knowledge	<p>a. Underpinning knowledge</p> <p>a.1. Road laws</p> <p>a.2. Medium rigid vehicle handling procedures</p> <p>a.3. Medium rigid vehicle controls and indicators</p> <p>a.4. Efficient driving techniques</p> <p>a.5. Transmission types</p> <p>a.6. Air brake systems</p> <p>b. Underpinning skills</p> <p>b.1. Defensive driving</p> <p>b.2. Map Reading</p> <p>b.3. Reading</p> <p>b.4. Monitoring and anticipating traffic hazards</p> <p>b.5. Pre-operational checks of medium rigid vehicles</p> <p>b.6. Stress management</p>
4. Resources	<p>a. Assessment of this competency requires access to the relevant medium rigid vehicle</p>
5. Consistency	<p>a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts</p>
6. Context	<p>a. Competence must be demonstrable for the relevant work situation, by day or night and in varied weather conditions in a real or simulated road transport environment. Assessment should include both loaded and unloaded vehicles</p> <p>b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures; quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes</p>

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
1	1	1	1	1	1	2

Unit TDT C4 97B DRIVE HEAVY RIGID VEHICLES

Field C Driving Vehicles

DESCRIPTION:

Skills and knowledge to drive heavy rigid vehicles safely, including the systematic and efficient control of all functions and management of hazardous situations. Assessment of this Unit will usually be undertaken within a licensing examination conducted by or under the authority of, the relevant State/Territory Road Traffic Authority

ELEMENT	PERFORMANCE CRITERIA
1. Drive the heavy rigid vehicle	<ul style="list-style-type: none"> a. The heavy rigid vehicle is started, steered, manoeuvred, positioned, stopped in accordance with traffic regulations and manufacturers instructions. b. Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage c. Engine operation is maintained within manufacturer's specified torque range and temperature through effective gear selection and smooth transition in gear changes d. Braking system of heavy rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions e. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving f. The heavy rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning. g. The heavy rigid vehicle is parked, shutdown and secured in accordance with manufacturers specifications, traffic regulations and company procedures h. Where required, overwidth and overweight permit applications are undertaken in accordance the relevant regulatory requirements
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipations of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none"> a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicle b. Performance and efficiency of vehicle operation is monitored during use. c. Defective or irregular performance or malfunctions are reported to the appropriate authority d. Vehicle records are maintained/updated and information is processed in accordance with company procedures

Range Of Variables

DRIVE HEAVY RIGID VEHICLES

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. this unit includes all heavy rigid vehicles driving on public and private roads and work sites b. work normally performed under general supervision c. customers may be internal or external d. operations conducted day or night and in a variety of weather conditions e. environment may include movement of equipment, goods, materials and vehicular traffic f. hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. overhead service lines f.3. surrounding buildings, structures, facilities f.4. underground services f.5. uneven or unstable ground and recently filled trenches f.6. stationary and moving machinery and equipment f.7. hazardous or dangerous materials f.8. traffic hazards and congestion f.9. noise, light, energy sources f.10. obstructions
2. Job role context	<ul style="list-style-type: none"> a. Requirements for access to sites may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. authorities and permits a.3. support trucks a.4. hours of operation a.5. communications equipment a.6. noise restrictions b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives b.4. clients b.5. industrial relations, Occupational Health and Safety specialists b.6. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Operations manuals including load charts and crane and rigging manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications f. Workplace operating procedures and policies g. Communications technology equipment, oral, aural or signed communications h. Personal and work area work procedures and practices i. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> i.1. Road Traffic Laws and regulations i.2. Occupational Health & Safety regulations and legislation i.3. License requirements i.4. Environment Protection Legislation j. Standards and certification requirements k. Quality assurance procedures l. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Heavy rigid vehicles are described in the relevant transport regulations

Evidence Guide

DRIVE HEAVY RIGID VEHICLES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. start, steer, maneuver ,reverse, position and stop a heavy rigid vehicle,</p> <p>a.2. apply road rules; heavy rigid vehicle controls, instruments and indicators; defensive driving techniques, engine power management and safe driving strategies</p> <p>a.3. communicate effectively in writing and respond to telephone and verbal inquiries</p> <p>a.4. identify job and site hazards</p> <p>a.5. determine required permits</p> <p>a.6. use appropriate communication strategies and equipment</p> <p>a.7. locate, interpret and apply relevant information</p> <p>a.8. maintain company records and documentation</p> <p>a.9. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task</p>
2. Interdependent assessment of Units	<p>a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>b. Display of the following knowledge and skills in terms of job role or function:</p> <p>b.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms</p> <p>b.2. implications of OHS/OSH legislation and codes of practice</p> <p>b.3. Road laws;</p> <p>b.4. Heavy rigid vehicle handling procedures, controls and indicators</p> <p>b.5. Efficient driving techniques</p> <p>b.6. Defensive driving;</p> <p>b.7. Map Reading;</p> <p>b.8. Monitoring and anticipating traffic hazards</p> <p>b.9. Pre-operational checks of heavy rigid vehicles</p> <p>b.10. permit and licence requirements</p> <p>b.11. operational procedures for crane crews</p> <p>b.12. prioritising and multi-tasking work</p> <p>b.13. company work procedures</p> <p>b.14. focus of operation of work systems and equipment</p> <p>b.15. application of relevant agreements, codes of practice or other legislative requirements</p> <p>b.16. identification and correct use of equipment, processes and procedures</p> <p>b.17. planning own work including predicting consequences and identifying improvements</p>
4. Resource implications	<p>a. Access to heavy rigid vehicle</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Shows evidence of application of relevant workplace procedures including:</p> <p>e.1. codes of practice, hazard policies and procedures</p> <p>e.2. issue resolution procedures</p> <p>e.3. job procedures and work instructions</p> <p>e.4. guidelines relating to the safe use of machinery and equipment</p> <p>e.5. quality assurance procedures (where existing)</p> <p>e.6. security procedures</p> <p>e.7. housekeeping processes</p> <p>e.8. waste, pollution and recycling management processes</p> <p>f. Demonstrates consistency of performance over a period of time and in a range of contexts</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

Unit TDT C5 97B DRIVE HEAVY COMBINATION VEHICLES

Field C Driving Vehicles

DESCRIPTION:

Skills and knowledge required to drive a heavy combination vehicle safely including systematic and efficient control of all vehicle functions, coupling and uncoupling of trailer and effective management of hazardous situations. Assessment of this Unit will usually be undertaken within a licensing examination conducted by or under the authority of, the relevant State/Territory Road Traffic Authority

ELEMENT	PERFORMANCE CRITERIA
1. Drive the heavy combination vehicle	<ul style="list-style-type: none"> a. The heavy combination vehicle is started, steered, maneuvered, positioned, stopped in accordance with traffic regulations and manufacturers instructions. b. Engine power is managed to ensure efficiency and performance and to minimize engine and gear damage c. Engine operation is maintained within manufacturer's specified torque range and temperature through effective gear selection and smooth transition in gear changes d. Braking system of heavy combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions e. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving f. The heavy combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning. g. The heavy combination vehicle is parked uncoupled, shutdown and secured in accordance with manufacturers specifications, traffic regulations and company procedures h. Where required, overwidth and overweight permit applications are undertaken in accordance the relevant regulatory requirements i. Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipations of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none"> a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicle b. Prime mover and trailer are aligned and coupled in accordance with manufacturers instructions and company procedures c. Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational d. Performance and efficiency of vehicle operation is monitored during use. e. Defective or irregular performance or malfunctions are reported to the appropriate authority. f. Vehicle records are maintained/updated and information is processed in accordance with company procedures

Range Of Variables

DRIVE HEAVY COMBINATION VEHICLE

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This Unit includes all heavy combination vehicles driving on public and private roads and work sites. <ul style="list-style-type: none"> a.1. Work normally performed under general supervision a.2. Customers may be internal or external a.3. Operations conducted day or night and in a variety of weather conditions a.4. Environment may include movement of equipment, goods, materials and vehicular traffic b. Hazards may include: <ul style="list-style-type: none"> b.1. power lines b.2. noise, light, energy sources b.3. overhead service lines b.4. surrounding buildings, structures, facilities b.5. underground services b.6. obstructions b.7. uneven or unstable ground and recently filled trenches b.8. stationary and moving machinery and equipment b.9. hazardous or dangerous materials b.10. traffic hazards and congestion
2. Job role context	<ul style="list-style-type: none"> a. Requirements for access to sites may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. authorities and permits a.3. support trucks a.4. hours of operation a.5. communications equipment a.6. noise restrictions b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives b.4. clients b.5. industrial relations, Occupational Health and Safety specialists b.6. other professional or technical staff
3. Sources of information / documents may include	<ul style="list-style-type: none"> a. Operations manuals including load charts and crane and rigging manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications f. Workplace operating procedures and policies g. Communications technology equipment, oral, aural or signed communications h. Personal and work area work procedures and practices i. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> i.1. Road Traffic Laws and regulations i.2. Occupational Health & Safety regulations and legislation i.3. License requirements i.4. Environment Protection Legislation j. Standards and certification requirements k. Quality assurance procedures l. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Heavy combination vehicles are described in the relevant transport regulations

Evidence Guide

DRIVE HEAVY COMBINATION VEHICLES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. start, steer, manoeuvre, reverse, position and stop a heavy combination vehicle;</p> <p>a.2. apply road rules; heavy combination vehicle controls, instruments and indicators; defensive driving techniques, engine power management and safe driving strategies</p> <p>a.3. communicate effectively in writing and respond to telephone and verbal inquiries</p> <p>a.4. identify job and site hazards</p> <p>a.5. determine required permits</p> <p>a.6. use appropriate communication strategies and equipment</p> <p>a.7. locate, interpret and apply relevant information</p> <p>a.8. maintain company records and documentation</p> <p>a.9. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task</p>
2. Interdependent assessment of Units	a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms</p> <p>a.2. implications of OHS/OSH legislation and codes of practice</p> <p>a.3. Road laws;</p> <p>a.4. Heavy rigid vehicle handling procedures,</p> <p>a.5. Heavy rigid vehicle controls and indicators</p> <p>a.6. Efficient driving techniques</p> <p>a.7. Defensive driving;</p> <p>a.8. Map Reading;</p> <p>a.9. Monitoring and anticipating traffic hazards</p> <p>a.10. Pre-operational checks of heavy rigid vehicles</p> <p>a.11. permit and licence requirements</p> <p>a.12. operational procedures for crane crews</p> <p>a.13. prioritising and multi-tasking work</p> <p>a.14. company work procedures</p> <p>a.15. focus of operation of work systems and equipment</p> <p>a.16. application of relevant agreements, codes of practice or other legislative requirements</p> <p>a.17. identification and correct use of equipment, processes and procedures planning own work including predicting consequences and identifying improvements</p>
4. Resource implications	a. Access to heavy combination vehicle
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Shows evidence of application of relevant workplace procedures including:</p> <p>e.1. codes of practice, hazard policies and procedures</p> <p>e.2. issue resolution procedures</p> <p>e.3. job procedures and work instructions</p> <p>e.4. guidelines relating to the safe use of machinery and equipment</p> <p>e.5. quality assurance procedures (where existing)</p> <p>e.6. security procedures</p> <p>e.7. housekeeping processes</p> <p>e.8. waste, pollution and recycling management processes</p> <p>f. Demonstrates consistency of performance over a period of time and in a range of contexts</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production</p>
6. Context for assessment	a. Assessment may occur on the job or in a simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

Unit TDT C6 97A DRIVE MULTICOMBINATION VEHICLES

Field C Driving Vehicles

DESCRIPTION:
Knowledge and skills to drive a multi-combination vehicle safely, including systematic and efficient control of all vehicle functions, coupling and uncoupling of dollies and effective management of hazardous situations

ELEMENT	PERFORMANCE CRITERIA
1. Drive the multicombinational vehicle	<ul style="list-style-type: none"> a. The multi-combination vehicle is started, steered, manoeuvred, positioned, stopped in accordance with traffic regulations and manufacturers instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage c. Braking system of multi-combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions d. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving e. The multi-combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning f. The multi-combination vehicle is parked, shutdown, uncoupled and secured according to manufacturer's specifications, traffic regulations and company procedures
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient and permissible route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none"> a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicle b. Prime mover, dollies and trailer are aligned and coupled in proper sequence in accordance with manufacturer's instructions and company procedures c. Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational d. Performance and efficiency of vehicle operation is monitored during use e. Defective or irregular performance or malfunctions are reported to the appropriate authority f. Vehicle records are maintained/updated and information is processed in accordance with company procedures

Range Of Variables

DRIVE MULTI-COMBINATION VEHICLE

VARIABLE	SCOPE
1. Type of vehicle	a. includes all multi-combination vehicles, for example, heavy vehicles with more than one trailer
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. License category information b. Traffic laws and regulations c. weight and height restrictions d. Special regulatory requirements e. Emergency procedures
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those for prescribed for multi-combination vehicles by the relevant traffic authority and company

Evidence Guide

DRIVE MULTI-COMBINATION VEHICLES

1. Critical aspects of evidence	<p>a. Assessment must confirm sufficient knowledge of the road rules, multi-combination vehicle controls, instruments and indicators, defensive driving techniques, engine power management and safe driving strategies, coupling and uncoupling of trailers</p> <p>b. Assessment must confirm the ability to start, steer, manoeuvre, reverse, position and stop a multi combination vehicle, as well as to correctly apply the candidate's knowledge of road rules; multi combinational vehicle controls, instruments and indicators; defensive driving techniques, engine power management and safe driving strategies</p>
2. Interdependent assessment of units	<p>a. This unit should be assessed with <i>Drive Vehicles (A1)</i></p>
3. Underpinning skills and knowledge	<p>a. Underpinning knowledge</p> <p>a.1. Road laws</p> <p>a.2. Multi combinational vehicle handling procedures</p> <p>a.3. Multi combinational vehicle controls and indicators</p> <p>a.4. Efficient driving techniques</p> <p>a.5. Different transmission types</p> <p>a.6. Road restrictions relevant to multi-combination vehicle</p> <p>b. Underpinning skills</p> <p>b.1. Defensive driving;</p> <p>b.2. Map Reading;</p> <p>b.3. Reading</p> <p>b.4. Monitoring and anticipating traffic hazards</p> <p>b.5. Pre-operational checks of multi combinational vehicles</p> <p>b.6. Stress management</p>
4. Resources	<p>a. Assessment of this competency requires access to the relevant heavy combination vehicle</p>
5. Consistency	<p>a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts</p>
6. Context	<p>a. Competence must be demonstrable for the relevant classification of vehicle, by day or night and in varied weather conditions in a real or simulated road transport environment</p> <p>b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures; quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology

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Unit TDT C7 97A OPERATE VEHICLES CARRYING SPECIAL LOADS

Field C Driving Vehicles

DESCRIPTION:

Knowledge and skills to operate a vehicle designed to carry special loads in accordance with road traffic authority and other relevant government regulations and company policies

ELEMENT	PERFORMANCE CRITERIA
1. Carry out pre-operational checks	a. The pre-operational checks for the special purpose vehicle and its associated ancillary equipment are carried out in accordance with manufacturer's requirements, government regulations and company policies and procedures b. All faults and defects identified during checks are repaired or reported in accordance with company procedures
2. Drive a vehicle carrying special loads	a. The vehicle is manoeuvred in accordance with the regulations for the class of vehicle involved b. Vehicles carrying explosives or dangerous goods are driven along designated routes in accordance with the relevant codes, relevant government regulations and company policies c. The load is transported and the vehicle manoeuvred with due consideration to any required precautions related to unusual characteristics of the load and/or relevant government regulations pertaining to the special load d. Any signs or indicators are fixed to the vehicle if required

Range of Variables

OPERATE VEHICLES CARRYING SPECIAL LOADS

VARIABLE	SCOPE
1. Type of vehicle	a. includes all vehicles designed to carry special loads, for example, concrete agitator, livestock transporter, armoured car, tanker, refrigerated vehicle, waste vehicle, fresh produce vehicle, car carrier, container carrier, recovery vehicle.
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. License category information b. Traffic laws and regulations c. Special regulatory requirements d. Emergency procedures
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those prescribed for the specific vehicle by the relevant traffic authority and company policies

Evidence Guide

OPERATE VEHICLES CARRYING SPECIAL LOADS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of the requirements for the transport of special loads b. Assessment must confirm the ability to apply this knowledge for the special types of load and vehicle concerned in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit should be assessed with <i>Drive Vehicles (A1)</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Relevant government rules and regulations pertaining to the vehicle and the special load concerned including ADG codes where relevant a.2. Procedures a.3. Critical characteristics of the special load, related hazards and precautions for handling the special purpose vehicle a.4. Required transportation documentation pertaining to the special load b. Underpinning skills <ul style="list-style-type: none"> b.1. Ability to drive the special vehicle concerned and operate its ancillary equipment b.2. Ability to conduct pre-operational checks of special vehicle b.3. Read and interpret documents b.4. Reading b.5. Map reading b.6. Stress management
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to relevant loads and the specialised vehicle
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for the relevant work situation, by day or night and in varied weather conditions in a real or simulated road transport environment, carrying the relevant load b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures; quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology

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Unit TDT C8 97A **DRIVE COACHES/BUSES**

Field C **Driving Vehicles**

DESCRIPTION:

Knowledge and skills to drive a passenger coach/bus safely, including systematic and efficient control of all vehicle functions and effective management of hazardous situations

ELEMENT	PERFORMANCE CRITERIA
1. Drive the coach	<ul style="list-style-type: none"> a. The coach/bus is started, steered, manoeuvred, positioned, stopped in accordance with traffic regulations and manufacturers instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage c. Engine operation is maintained within manufacturer's specified torque range and temperature through effective transmission use d. Braking system of coach/bus is managed and operated to ensure effective control of the vehicle under all conditions e. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving f. The coach/bus is driven in reverse, maintaining visibility and achieving accurate positioning g. The coach/bus is parked, shutdown and secured in accordance with manufacturer's specifications, traffic regulations and company procedures
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none"> a. Coach/bus performance is maintained through pre-operational inspections and checks of the vehicle and ancillary equipment b. Performance and efficiency of coach/bus operation is monitored during use c. Defective or irregular performance or malfunctions are repaired reported to the appropriate authority d. Vehicle records are maintained/updated and information is processed in accordance with company procedures

Range of Variables

DRIVE COACHES/BUSES

VARIABLE	SCOPE
1. Type of vehicle	a. includes all coaches and buses relevant to specific license classifications
2. Workplace environment	a. includes all road transport situations, for example <ul style="list-style-type: none"> a.1. operations conducted at day or night a.2. work conducted in confined spaces , exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. License category information b. Traffic laws and regulations c. Special regulatory requirements d. Emergency procedures
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those prescribed for the specific vehicle by the relevant traffic authority and company policies

Evidence Guide

DRIVE COACHES/BUSES

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of the requirements for the transport of special loads b. Assessment must confirm the ability to apply this knowledge for the special types of load and vehicle concerned in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit could be assessed in conjunction with any of the specialised drive vehicles and <i>Inspect vehicles</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Road laws a.2. Coach handling procedures a.3. Coach controls and indicators a.4. Efficient driving techniques a.5. Air brake systems b. Underpinning skills <ul style="list-style-type: none"> b.1. Defensive driving b.2. Map reading b.3. Reading b.4. Monitoring and anticipating traffic hazards b.5. Stress management
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to a coach/bus in working hours
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for the class of vehicle concerned in usual operational situations by day and night and in varied weather conditions, with passengers. Assessment should include both loaded and unloaded vehicles b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures; quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology

1	1	1	1	1	1	2
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Unit TDT C9 97A DRIVE TAXICABS

Field C Driving Vehicle

DESCRIPTION:

Knowledge and skills to drive a taxicab safely, including systematic and efficient control of all vehicle functions and effective management of hazardous situations

ELEMENT	PERFORMANCE CRITERIA
1. Drive the taxi	<ul style="list-style-type: none"> a. The taxi is started, steered, manoeuvred, positioned, stopped in accordance with traffic regulations and manufacturer's instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage c. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving d. The taxi is driven in reverse, maintaining visibility and achieving accurate positioning e. The taxi is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and company procedures f. Taximeter is used in accordance with government regulations and company policy
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none"> a. Taxi performance is maintained through pre-operational inspections and checks of the vehicle b. Taxi is maintained in accordance with States and Territories licensing regulations and company standards c. Performance and efficiency of taxi operation is monitored during use d. Defective or irregular performance or malfunctions are repaired or reported to the appropriate authority in accordance with company procedures e. Vehicle records are maintained/updated and information is processed in accordance with company procedures

Range of Variables

DRIVE TAXICABS

VARIABLE	SCOPE
1. Type of vehicle	a. includes all taxicabs
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces , exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Taxi technology	a. includes all forms of technology used in taxis for example, taximeters, technology dispatch systems
4. Level of Supervision	a. may be limited or minimum supervision
5. OH and S Standards	a. as per company and statutory requirements
6. Regulations/Legislation	a. License category information b. Traffic laws and regulations c. Special regulatory requirements d. Emergency procedures
7. Documentation and Reporting Systems	a. as per company requirements
8. Procedures	a. procedures are those for prescribed for the specific vehicle by the relevant traffic authority and company policies

Evidence Guide

DRIVE TAXICABS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of the requirements for the transport of special loads b. Assessment must confirm the ability to apply this knowledge for the special types of load and vehicle concerned in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit could be assessed in conjunction with <i>Drive vehicles (A1)</i>, <i>Apply customer service skills</i>, <i>Inspect vehicles</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Road laws a.2. Vehicle handling procedures a.3. Vehicle controls a.4. Efficient driving techniques b. Underpinning skills <ul style="list-style-type: none"> b.1. Defensive driving techniques b.2. Reading b.3. Map reading b.4. Monitoring and anticipating traffic hazards b.5. Pre-operational checks of vehicles b.6. Use of taximeters b.7. Stress management
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to a taxicab in working hours
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for the class of vehicle concerned in usual operational situations by day and night and in varied weather conditions, with passengers. Assessment should include both with and without passengers b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures; quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
1	1	1	1	1	2	2

Unit TDT C10 97A PILOT OR ESCORT OVERSIZE AND/OR OVERMASS LOADS

Field C Driving Vehicles

DESCRIPTION:

Knowledge and skills required to undertake pilot escort activities in the movement of oversized and/or overmass loads

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for pilot or escort operation	<ul style="list-style-type: none"> a. Maintenance needs of pilot and/or escort vehicles and associated equipment are identified according to maintenance schedule or reports of faults b. Pilot and/or escort vehicles and associated equipment are prepared for operation to manufacturer's specifications, company procedures and government regulations c. Minor maintenance on vehicles is carried out in accordance with company policies and to manufacturer's specifications d. Post-maintenance inspections and tests of pilot and/or escort vehicles and associated equipment are completed e. The outcomes of inspections, identified faults and repairs are recorded in accordance with company procedures
2. Carry out communications regarding pilot or escort operation	<ul style="list-style-type: none"> a. Transport companies whose vehicles are scheduled for escort are consulted to confirm requirements for escort operation b. The escort permit is verified for completeness and accuracy and convoy is checked to ensure compliance with the permit in accordance with government rules and regulations and government policy c. The permit holder is advised of the results of the check d. Convoy is briefed and given instructions and directions on the escort operation
3. Conduct pilot and/or escort operation	<ul style="list-style-type: none"> a. Required vehicle positioning, traffic warning and directional signaling procedures are implemented to enable safe passage of the load b. Safety equipment is operated and roadside obstacles positioned to ensure safe passage of the load in accordance with government rules and regulations and company procedures c. Precautions are taken to ensure that convoy personnel are aware of road and other conditions that may impact on load and vehicle security d. All required liaison with relevant authorities is undertaken e. Documentation completed in accordance with government rules and regulations and company procedures

Range of Variables

PILOT OR ESCORT OVERSIZE AND/OR OVERMASS LOADS

VARIABLE	SCOPE
1. Type of operations	a. includes all pilot and escort vehicle operations
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. in the warehouse and at the depot a.3. in the vehicle on the road a.4. at the client's workplace a.5. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. overmass and oversize regulations b. occupational health and safety legislation c. company policies and procedures
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those prescribed for the specific vehicle by the relevant traffic authority and company policies

Evidence Guide

PILOT OR ESCORT OVERSIZE AND/OR OVERMASS LOADS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of procedures involved in piloting and escorting oversize and overmass loads b. Assessment must confirm the ability to apply this knowledge in a real or simulated environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit could be assessed in conjunction with any of the relevant units from the field <i>Driving vehicles</i>.
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Government rules and regulations for piloting and escorting loads a.2. Documentation requirements for piloting and escorting loads a.3. Company policy and procedures for piloting and escorting loads a.4. Procedures for minor maintenance b. Underpinning skills <ul style="list-style-type: none"> b.1. Operation and deployment of piloting/escorting equipment b.2. Writing of simple reports and completion of routine documentation b.3. Ability to conduct inspections and complete minor maintenance b.4. Interpersonal communication skills
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to appropriate classification of vehicle, safety equipment, communication equipment
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable by day or night and in varied weather conditions. Assessment should include both loaded and unloaded vehicles b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures; quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
2	2	2	1	1	2	2

Unit TDT C11 97A TRANSPORT PASSENGERS WITH DISABILITIES

Field C Driving Vehicles

DESCRIPTION:

Knowledge and skills to operate vehicles used by people with disabilities

ELEMENT	PERFORMANCE CRITERIA
1. Carry out pre-operational checks on vehicles	<ul style="list-style-type: none"> a. The pre-operational checks for the vehicle and its associated ancillary equipment are carried out in accordance with manufacturer's requirements, government regulations and company policies and procedures b. All faults and defects identified during checks are repaired or reported in accordance with company procedures
2. Drive a vehicle used by passengers with disabilities.	<ul style="list-style-type: none"> a. Passengers are assisted in a courteous manner sensitive to the disability b. Passengers are assisted to use restraints, and the ancillary equipment which accompanies them, where appropriate c. Ongoing support is provided to the passenger to maximise their travelling comfort d. Ancillary equipment is stowed safely in vehicle following relevant regulations, where appropriate e. The vehicle is manoeuvred in accordance with the regulations for the class of vehicle involved f. The vehicle is manoeuvred with due consideration to any required precautions related to the disability of the passengers or relevant government regulations pertaining to the special load g. Any signs or indicators are fixed to the vehicle if required

Range of Variables

TRANSPORT PASSENGERS WITH DISABILITIES

VARIABLE	SCOPE
1. Type of vehicle	a. includes all vehicles which people with disabilities use, for example, buses, coaches, taxis, mini-vans, hire cars
2. Disability	a. includes partial or total loss of sight; partial or total loss of hearing; partial or total loss of speech; disfigurement or deformities; difficulties in walking (including partial or total loss of use of legs); difficulties in fully using arms (including gripping); learning and orientation difficulties; sensitivity to chemicals causing malfunction of a person's body; chronic disease or other medical conditions and emotional or behavioural conditions
3. Ancillary equipment	a. includes: mobility aids, disability aids, restraints, guide dogs
4. Workplace environment	a. includes all road transport situations, for example <ul style="list-style-type: none"> a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
5. Level of Supervision	a. may be limited or minimum supervision
6. OH and S Standards	a. as per company and statutory requirements
7. Regulations/Legislation	<ul style="list-style-type: none"> a. Relevant Accessible Public Transport standards b. Anti-discrimination legislation c. Traffic laws and regulations d. Special regulatory requirements e. Emergency procedures
8. Documentation and Reporting Systems	a. as per company requirements
9. Procedures	a. procedures are those prescribed for the specific vehicle by the relevant traffic authority and company policies

Evidence Guide

TRANSPORT PASSENGERS WITH DISABILITIES

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of the requirements for the transport of passengers with disabilities b. Assessment must confirm the ability to apply this knowledge to interacting with, providing assistance to and maintaining ancillary equipment for passengers with disabilities
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit should be assessed with <i>Drive Vehicles (A1)</i> and/or driving the relevant type of vehicle
3. Underpinning knowledge	<ul style="list-style-type: none"> a. Relevant government rules and regulations pertaining to the vehicle, the ancillary equipment and passengers with disability b. Procedures c. Anti-discrimination legislation d. Duty of care responsibilities e. Ability to drive the special vehicle concerned and operate its ancillary equipment f. Ability to conduct pre-operational checks of special vehicle g. Read and interpret simple documents h. Interact with a range of people with disability i. Sensitivity to the needs of people with disabilities
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to the relevant vehicle and ancillary equipment
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for the relevant work situation, by day or night and in varied weather conditions in a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures; quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology

1	2	1	1	1	1	2
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Unit TDT C12 98A RIDE MOTORCYCLES

Field C Driving Vehicles

DESCRIPTION:

Skills and knowledge required to apply basic knowledge and skills to ride courier motorcycles safely. Including systematic, safe and efficient control of all motorcycle functions and effective management of hazardous situations

ELEMENT	PERFORMANCE CRITERIA
1. Ride the courier motorcycle	<ul style="list-style-type: none"> a. Motorcycle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations, manufacturers instructions and company policy b. Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage c. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving d. The motorcycle is parked, shutdown and secured in accordance with manufacturers' specifications, traffic regulations and company procedures e. Motorcycles carrying dangerous goods are driven along designated routes in accordance with the AE or ADG codes, relevant government regulations and company policies f. Load is checked to confirm compliance with the load limit of the motorcycle g. The load is secured, transported and the motorcycle manoeuvred with due consideration to any required precautions related to characteristics of the load and/or relevant government regulations pertaining to special loads h. Any required signs or indicators are fixed to the motorcycle i. Personal protection equipment and clothing is identified, worn and adjusted to meet legislative, regulatory or policy requirements
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipations of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain motorcycle performance	<ul style="list-style-type: none"> a. Motorcycle performance is maintained through pre-operational inspections and checks of the motorcycle b. Performance and efficiency of motorcycle operation is monitored during use. c. Defective or irregular performance or malfunctions are reported to the appropriate authority d. Motorcycle records are maintained/updated and information is processed in accordance with company procedures

Range Of Variables

RIDE MOTORCYCLES

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work of couriers/deliverers/deliverers for the delivery of products, documents and materials b. Work normally performed under generally indirect supervision c. Customers may be internal or external d. Operations conducted day or night, on or off base site e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. uneven ground, steps, road surfaces e.3. dust and vapours e.4. hazardous or dangerous materials e.5. humidity, air temperature and radiant heat e.6. light including UV e.7. noise e.8. animals f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. other employees and supervisors f.3. management f.4. union representatives f.5. industrial relations, Occupational Health and Safety specialists f.6. other professional or technical staff f.7. local government authorities
2. Sources of information / documents may include but are not limited to:	<ul style="list-style-type: none"> a. Operations manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications f. HAZCHEM codes and dangerous/hazardous goods g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. Workplace Relations Act(s) m.3. Workers Compensation m.4. Licensing requirements for driving and carrying particular classes of goods m.5. Dangerous goods m.6. Environment Protection Legislation m.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation m.8. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. A current licence appropriate for riding the motorcycle(s) is held b. Hazardous or dangerous goods may include: <ul style="list-style-type: none"> b.1. medical samples or supplies b.2. explosives b.3. acids or alkalines c. Operational checks include: <ul style="list-style-type: none"> c.1. gearing c.2. steering c.3. brakes c.4. lights and indicator systems c.5. fluid levels

Evidence Guide

RIDE MOTORCYCLES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. operate the motorcycle a.2. select appropriate means to secure loads within requirements for safe handling of goods and motorcycle a.3. communicate effectively in writing a.4. respond appropriately to telephone and verbal inquiries a.5. identify hazards associated with the goods to be transported a.6. identify required permits a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information a.9. maintain workplace records and documentation a.10. identify and safely handle equipment and goods a.11. use where necessary safety precautions appropriate to the task
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. implications of Road and Safety legislation and codes of practice a.2. permit and licence requirements a.3. operational procedures for the courier operations, equipment checking and invoicing a.4. company work procedures a.5. requirements of courier work systems/operations and relevant equipment a.6. application of relevant agreements, codes of practice or other legislative requirements a.7. identification and correct use of equipment, processes and procedures a.8. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Motorcycles, regulations and policies, goods for transportation, personal protection equipment</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Maintains confidentiality of customers, clients and materials carried c. Modifies work practices to cater for variations in workplace contexts and environments and in accordance with company guidelines as appropriate d. Work consistently shows use of appropriate driving techniques, load securing methods and application of requirements for safe transportation of hazardous or dangerous goods e. Effectively negotiates to resolve issues and problems f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Uses organisational structures effectively to complete work operations h. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> h.1. codes of practice, hazard policies and procedures h.2. issue resolution procedures h.3. job procedures and work instructions h.4. guidelines relating to the safe use of equipment h.5. quality assurance procedures (where existing) h.6. security procedures h.7. housekeeping processes h.8. waste, pollution and recycling management processes i. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures j. Work completed systematically without injury to self or others or damage to goods, equipment in transit or the courier vehicle
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	1	1

Unit TDT C13 98A RIDE COURIER/DELIVERY BICYCLES

Field C Driving Vehicles

DESCRIPTION:

Basic skills and knowledge to ride courier/delivery bicycles while safely carrying loads. This includes the systematic, safe and efficient control of all functions and effective management of hazardous situations.

ELEMENT	PERFORMANCE CRITERIA
1. Inspect bicycle for operational capability	<ul style="list-style-type: none"> a. Work area is checked to ensure that operational checks of bicycle may be conducted safely b. The bicycle is checked prior to operation in accordance with manufacturers' safety checks, specifications and workplace procedures to ensure it is free from damage that may limit operational capability c. Component operation is tested in accordance with manufacturer's specifications and company procedures d. Warning systems are all checked for operational effectiveness e. Air pressure and lubrication are checked against specifications f. Where required, appropriate products are used to maintain specified levels g. Faults are identified and assessments made of the potential effect on the operation of the bicycle for the required work operations and are reported to the appropriate personnel for rectification h. Personal protection equipment and clothing is identified, worn and adjusted to meet recommended Australian Standards, legislative, regulatory or policy requirements
2. Ride the bicycle	<ul style="list-style-type: none"> a. Road area is checked for hazards prior to and during journey(s) b. Bicycle is steered, manoeuvred, positioned and stopped in accordance with traffic regulations, manufacturers instructions and company policy. c. Gears are managed to ensure efficiency and performance and to minimise gear damage and fatigue d. Hazards are identified and/or anticipated and avoided or controlled through defensive riding e. The bicycle is parked and secured in accordance with manufacturers' specifications, traffic regulations and company procedures f. The bicycle is securely loaded and manoeuvred with due consideration to any required precautions related to characteristics of the load and/or relevant government regulations pertaining to special loads g. Any required signs or indicators are fixed to the bicycle
3. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipations of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
4. Monitor and maintain bicycle performance	<ul style="list-style-type: none"> a. Performance and efficiency of bicycle operation is monitored during use b. Defective or irregular performance or malfunctions are reported to the appropriate authority c. Records are maintained/updated and information is processed in accordance with company procedures d. Clear reference in any reports is made to any items which may affect the future efficient use and/or safety of the equipment

Range Of Variables

RIDE COURIER/DELIVERY BICYCLES

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work of couriers/deliverers/deliverers for the delivery of products, documents and materials b. Work normally performed under generally indirect supervision c. Customers may be internal or external d. Operations conducted day or night, on or off base site e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. uneven ground, steps, road surfaces e.3. dust and vapours e.4. hazardous or dangerous materials e.5. humidity, air temperature and radiant heat e.6. light including UV e.7. noise e.8. animals f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. other employees and supervisors f.3. management f.4. union representatives f.5. industrial relations, Occupational Health and Safety specialists f.6. other professional or technical staff f.7. local government authorities
2. Sources of information / documents may include but are not limited to:	<ul style="list-style-type: none"> a. Operations manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications f. HAZCHEM codes and dangerous/hazardous goods g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. Workplace Relations Act(s) m.3. Workers Compensation m.4. Licensing requirements for driving and carrying particular classes of goods m.5. Dangerous goods m.6. Environment Protection Legislation m.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation m.8. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Operational checks include: <ul style="list-style-type: none"> a.1. gearing a.2. steering a.3. brakes a.4. seat adjustment a.5. lights a.6. general operational capability b. Hazardous or dangerous goods may include: <ul style="list-style-type: none"> b.1. medical samples or supplies b.2. acids, alkalines or solvents

Evidence Guide

RIDE COURIER/DELIVERY BICYCLES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. operate the bicycle a.2. select appropriate means to secure loads within requirements for safe handling of goods and bicycle a.3. communicate effectively in writing a.4. respond appropriately to telephone and verbal inquiries a.5. identify hazards associated with the goods to be transported a.6. identify required permits a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information a.9. maintain workplace records and documentation a.10. identify and safely handle equipment and goods a.11. apply hierarchy of control a.12. use where necessary safety precautions appropriate to the task
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. implications of Road and Safety legislation and codes of practice a.2. permit and licence requirements a.3. company work procedures a.4. requirements of courier work systems/operations and relevant equipment a.5. application of relevant agreements, codes of practice or other legislative requirements a.6. identification and correct use of equipment, processes and procedures a.7. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Bicycle, personal protection equipment, regulations and policies, goods for transportation</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Maintains confidentiality of customers, clients and materials carried c. Modifies work practices to cater for variations in workplace contexts and environments and in accordance with company guidelines as appropriate d. Work consistently shows use of appropriate riding techniques, load securing methods and application of requirements for safe transportation of hazardous or dangerous goods e. Effectively negotiates to resolve issues and problems f. Uses organisational structures effectively to complete work operations g. Demonstrates consistency of performance over a period of time and in a range of contexts h. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> i. codes of practice, hazard policies and procedures j. issue resolution procedures k. job procedures and work instructions l. guidelines relating to the safe use of equipment m. quality assurance procedures (where existing) n. security procedures o. housekeeping processes p. waste, pollution and recycling management processes q. Action taken promptly – accidents and incidents reported within regulatory requirements and following workplace procedures r. Work completed systematically without injury to self or others or damage to goods, equipment in transit or the courier vehicle
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	1	1

Unit TDT D1 97A SHIFT MATERIALS SAFELY

Field D Load Handling

DESCRIPTION:

Skills and knowledge to shift loads by hand

ELEMENT	PERFORMANCE CRITERIA
1. Assess risks arising from the relocation of the load	<ul style="list-style-type: none">a. Products, goods or materials to be relocated are identifiedb. Locations for storage determined and potential routes to be followed identifiedc. Effect of load relocation on original load base is predictedd. Points of balance estimatede. Required clearances compared to available space and adjustments madef. Effects of moving contents which may be loose, liquid, dangerous or hazardous are consideredg. Potential risks in route(s) which may be followed are consideredh. Risks to self are identified arising from the required lifting, load carrying, set down or movement of the goodsi. Manual handling procedures for lifting, lowering and carrying, pushing and pulling are identifiedj. Team lifting processes are considered for application
2. Plan load relocation	<ul style="list-style-type: none">a. Relocation of the load is planned consistent with the code of practice for manual handlingb. Process for relocating load proposed including predicting and planning for potential difficultiesc. Proposed process checked against code of practice and workplace procedures for compliance
3. Relocate load	<ul style="list-style-type: none">a. Required actions of lifting, lowering and carrying, pulling and pushing are usedb. Applications appropriate for team relocation of load are identifiedc. Team lifting tasks are co-ordinatedd. Planned process and route are followede. Relocated materials are set down without damage to goods, personnel or equipment and checked for stabilityf. Relocation is checked to see that it meets work requirements, with any variance(s) reported

Range of Variables

SHIFT MATERIALS SAFELY

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments e. loads to be shifted may be irregularly shaped, packaged or unpackaged, labelled or unlabelled
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve: <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

SHIFT MATERIALS SAFELY

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service and work effectively with others a.3. convey information in written and oral form a.4. maintain workplace records a.5. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.6. follow the designated work plan for the job a.7. use appropriate techniques and body positioning when lifting, lowering and carrying, pulling and pushing and team lifting
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout and obstacles a.2. identification of manual handling risks, the load on the spine, controlled actions on a movement, rotation and side movement of the spine, postures and positions, work layout and loads weight, load type and position, frequency, distance and time a.3. focus of operation of work systems, equipment or management site and organisational operating systems a.4. impact of job on enterprise and individual performance a.5. application of relevant industrial requirements a.6. relevant bond, quarantine or other legislative requirements a.7. modifying activities dependant on differing workplace contexts, risk situations and environments a.8. estimation of size, shape and special requirements of loads a.9. identification of container and goods coding, IMDG markings and where applicable Emergency Information Panels a.10. eye hand coordination
4. Resource implications	<ul style="list-style-type: none"> a. Access to loads to be shifted and others to assist in the load shifting process
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task b. Goods are shifted with no damage to self, others or the goods c. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> c.1. obtaining assistance from other team members when required c.2. hazard policies and procedures including Codes of Practice c.3. issue resolution procedures c.4. job procedures and work instructions c.5. quality assurance procedures (where existing) c.6. security procedures c.7. following recognised housekeeping processes c.8. waste, pollution and recycling management processes d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<p>Assessment may occur on the job or in a simulated workplace</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	2	2	2

Unit TDT D2 97A USE MANUAL HANDLING EQUIPMENT

Field D Load Handling

DESCRIPTION:

Skills and knowledge to use mechanical aids in the shifting of loads

ELEMENT	PERFORMANCE CRITERIA
1. Assess risks arising from the relocation of the load	<ul style="list-style-type: none"> a. Products, goods or materials to be relocated are identified b. Location for storage is determined c. Routes to be followed are identified d. Points of balance estimated e. Effect of moving contents which may be loose, liquid, dangerous or hazardous are considered f. Potential risks in route(s) which may be followed are considered g. Lifting equipment to minimise potential risks is identified h. Appropriate personal protective equipment is worn
2. Plan load relocation	<ul style="list-style-type: none"> a. Load shifting equipment selected b. Safe procedures for using lifting equipment identified, including the calculation of S.W.L. (Safe Working Load) and/or W.L.L. (Working Load Limit) for weight of goods to be moved c. Process for relocating load proposed predicting and planning for potential difficulties d. Proposed process checked against relevant Code of Practice and workplace procedures for compliance e. Lifting equipment and accessories are checked for safe operation in accordance with manufacturer's instructions and enterprise procedures
3. Relocate Load	<ul style="list-style-type: none"> a. Any unsafe equipment is reported to appropriate personnel b. Planned process and route are followed using equipment within necessary range of limitations c. Relocated materials are set down without damage to goods, personnel or equipment and checked for stability d. Relocation is checked to see that it meets work requirements, any variances are reported e. Equipment is returned to storage area

Range of Variables

USE MANUAL HANDLING EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

USE MANUAL HANDLING EQUIPMENT

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. use manual handling equipment to shift loads a.2. identify manual handling risks to self, others and equipment a.3. estimate effect of load and operating limitations of equipment a.4. locate, interpret and apply relevant information a.5. maintain workplace records a.6. use workplace colloquial and technical language and communication technologies in the workplace context
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. These units of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. identification and safe use of mechanised materials handling equipment relevant to the workplace a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures a.3. relationships and requirements of work and operating systems in respect of related systems a.4. impact of job on enterprise and individual performance a.5. application of relevant industrial and legislative requirements a.6. identification and correct use of equipment, processes and procedures a.7. modification of activities dependant on differing workplace contexts and environments a.8. calculation of Safe Working Load and Working Load Limit
4. Resource implications	<ul style="list-style-type: none"> a. Range of manual handling equipment and goods to be shifted
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task b. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> b.1. hazard policies and procedures including Codes of Practice b.2. emergency, fire and accident procedures b.3. the use of personal protective clothing and equipment conforming to industry standards according to the nature of the task b.4. hazard identification b.5. issue resolution procedures b.6. job procedures and work instructions b.7. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items b.8. quality assurance procedures (where existing) b.9. security procedures b.10. following recognised housekeeping processes b.11. waste, pollution and recycling management processes c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others e. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	1	2	2	2

Unit TDT D3 97B HANDLE HAZARDOUS SUBSTANCES / DANGEROUS GOODS

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to handle hazardous substances and dangerous goods

ELEMENT	PERFORMANCE CRITERIA
1. Identify requirements for working with dangerous goods and/or hazardous substances	<ul style="list-style-type: none"> a. Dangerous goods and/or hazardous substances are identified from information including class labels, manifests and other documentation b. Storage requirements for hazardous substances and/or dangerous goods are identified and applied c. Legislative requirements for hazardous substances and/or dangerous goods are known and used to plan work activities d. Handling procedures for different classes and characteristics of goods are observed
2. Confirm site incident procedures	<ul style="list-style-type: none"> a. Incident reporting processes are identified b. Emergency equipment is located and checked according to workplace procedures and statutory regulations c. Emergency procedures are identified and confirmed
3. Select handling techniques	<ul style="list-style-type: none"> a. Load handling and shifting procedures are selected in accordance with requirements for particular goods b. Handling equipment is checked for conformity with workplace requirements and manufacturers guidelines c. Suitable signage is checked for compliance with workplace procedures
4. Handle and store dangerous goods and hazardous substances	<ul style="list-style-type: none"> a. Workplace procedures regarding the handling and storage of dangerous goods and/or hazardous substances are followed in accordance with the Australian Dangerous Goods Code and other relevant legislation/codes/guidelines

Range of Variables

HANDLE HAZARDOUS SUBSTANCES / DANGEROUS GOODS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. hazardous or dangerous materials f.2. contamination of, or from, materials being handled f.3. noise, light, energy sources f.4. stationary and moving machinery, parts or components f.5. service lines f.6. spills, leakages, ruptures f.7. dust/vapours g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment h. Requirements for work may include: <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. use of safety and personal protection equipment h.3. communications equipment h.4. specialised lifting and/or handling equipment h.5. incident breakdown procedures h.6. authorities and permits h.7. hours of operations h.8. noise restrictions h.9. additional gear and equipment i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, potential customers and existing clients i.3. management and union representatives i.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff
2. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals, job specifications and procedures and induction documentation c. Competency standards and training materials d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets e. Workplace operating procedures and policies f. Supplier and/or client instructions g. Australian and International standards, criteria and certification requirements h. Communications technology equipment, oral, aural or signed communications i. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> i.1. occupational health & safety procedures j. Applicable State, Territory, Commonwealth legislative framework which relate to: <ul style="list-style-type: none"> j.1. Occupational Health & Safety j.2. Dangerous goods and hazardous substances j.3. Environment Protection j.4. Standards and certification requirements j.5. Quality assurance procedures j.6. Emergency procedures j.7. Australian Dangerous Goods Code j.8. Relevant Australian Standards
3. Unit specific factors	<ul style="list-style-type: none"> a. Identification of goods may be from Materials Safety Data Sheets, packaging labels, manifests, stock lists, HAZCHEM interpretative advice b. Goods may be for short or long term storage or in transit c. Work is governed by the legislation and regulatory framework from which workplace procedures have been established d. Relevant Australian Standards may include: AS 1216, AS 1596, AS 1894, AS 1940, AS 2030.1-4, AS 2508.2.001-013, AS 2508.3.001-014 <p>NB If it is considered that dangerous goods or hazardous materials are not appropriately marked, confirmation should be sought from relevant personnel</p>

Evidence Guide

HANDLE HAZARDOUS SUBSTANCES / DANGEROUS GOODS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. assess handling and storage precautions and requirements for hazardous substances/dangerous goods</p> <p>a.2. estimate weight and dimensions of load and any special requirements</p> <p>a.3. select appropriate equipment and work systems</p> <p>a.4. identify job and site hazards and plan work to minimise risks</p> <p>a.5. determine (any) required permits</p> <p>a.6. use appropriate communication strategies and equipment</p> <p>a.7. locate, interpret and apply relevant information</p> <p>a.8. maintain enterprise records and documentation</p> <p>a.9. identify and safely handle equipment and goods, apply hierarchy of control</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</p> <p>a.2. implications of OHS/OSH legislation and codes of practice</p> <p>a.3. identification of container and goods coding and HAZCHEM markings</p> <p>a.4. permit and licence requirements</p> <p>a.5. application of relevant aspects of ADG Code and Australian Standards</p> <p>a.6. operational procedures for handling and storing hazardous substances/dangerous goods</p> <p>a.7. prioritising work and co-ordinating self in relation to activities</p> <p>a.8. enterprise work procedures</p> <p>a.9. focus of operation of work systems and equipment</p> <p>a.10. application of relevant agreements, codes of practice or other legislative requirements</p> <p>a.11. identification and correct use of equipment, processes and procedures</p> <p>a.12. planning own work including predicting consequences and identifying improvements</p>
4. Resource implications	<p>a. Job requirements for handling and storing hazardous substances/dangerous goods</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the safe use of machinery and equipment</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

Unit TDT D4 97A LOAD AND UNLOAD GOODS/CARGO

Field D Load Handling

DESCRIPTION:

Basic knowledge and skills to identify critical characteristics of loads and safely load and unload in accordance with enterprise requirements and relevant government regulations

ELEMENT	PERFORMANCE CRITERIA
1. Load and unload vehicle	<ul style="list-style-type: none">a. Load characteristics are identified and taken into account when determining appropriate loading and unloading proceduresb. Dangerous or hazardous goods are identified and handled in accordance with required procedures for dangerous or hazardous goodsc. Load demonstrating compliance with (any) loading regulations and workplace safety requirementsd. Lifting aids and appliances are selected and used to aid loading procedures in compliance with workplace procedures and safety legislatione. Unloading activities are conducted in a safe and efficient manner taking into account suitable locations, stowage, safe use of equipment and the balance of the remaining load
2. Secure and protect load	<ul style="list-style-type: none">a. The distribution of the load is checked to ensure that it is even, legal and within safe working capacityb. Load is secured using the correct load restraint and protection equipment for different loads, carrying and storage conditionsc. The load is protected in accordance with legal and workplace safety requirements
3. Complete documentation	<ul style="list-style-type: none">a. The load is inspected and checked for security to travelb. All required documentation for the goods is completed in accordance with enterprise requirements

Range of Variables

LOAD AND UNLOAD GOODS/CARGO

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives e. Cargo to be loaded may require special precautions
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

LOAD AND UNLOAD CARGO

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service a.3. work effectively with colleagues a.4. convey information in written and oral form a.5. maintain workplace records a.6. use workplace colloquial and technical language and communication technologies in the workplace context a.7. identify load characteristics, dangerous or hazardous goods, manual handling equipment and practices a.8. safely load and unload goods following enterprise procedures a.9. distribute and secure load for safe transport
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures a.3. impact of job on enterprise and individual performance a.4. application of relevant industrial or other legislative requirements a.5. identification and correct use of equipment, processes and procedures a.6. application of regulations and enterprise policy a.7. appropriate use of manual handling techniques and equipment a.8. modifying activities dependant on differing workplace contexts, risk situations and environments a.9. estimation of size, shape and special requirements of loads a.10. identification of container and goods coding, IMDG markings and where applicable Emergency Information Panels a.11. eye hand coordination
4. Resource implications	<ul style="list-style-type: none"> a. Access to loads to be loaded/unloaded, goods and appropriate spaces for loading and unloading operations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task a.6. assessing operational capability of equipment used and work processes selected b. Loads are packed/unpacked to make safe and effective use of available spaces c. Goods receiving special handling and/or documentation are identified and appropriate procedures followed d. Relocated material is restacked appropriate for the transport method, safe height, weight loading, size and crushability of the goods e. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> e.1. hazard policies and procedures including Codes of Practice e.2. issue resolution procedures e.3. job procedures and work instructions e.4. relevant guidelines relating to the use of equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. following recognised housekeeping processes e.8. waste, pollution and recycling management processes f. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures g. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others h. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	1	2	2	2

Unit TDT D10 97A OPERATE A FORKLIFT

Field D Load Handling

DESCRIPTION:

Knowledge and skills to operate a forklift safely, including systematic and efficient control of all vehicle functions and effective management of hazardous situations

ELEMENT	PERFORMANCE CRITERIA
1. Check forklift condition	<ul style="list-style-type: none"> a. Condition of forklift is checked for compliance with enterprise requirements for warning devices, operation to specifications and the nature of the load shifting exercise b. Attachments are checked to ensure appropriate adjustment and operation c. Mirrors and seats are adjusted for safe operation by the driver d. Logs are checked and appropriate workplace documentation completed
2. Drive the forklift	<ul style="list-style-type: none"> a. Forklift is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer's instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage c. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving. The forklift is driven in reverse, maintaining visibility and achieving accurate positioning d. The forklift is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and company procedures
3. Operate a forklift to handle loads	<ul style="list-style-type: none"> a. The lifting task to be undertaken is appropriately planned and the correct lifting truck and attachments are selected b. The load is lifted, carried, lowered and set down in accordance with Occupational Health and Safety legislation, manufacturer's specifications and company procedures
4. Monitor site conditions	<ul style="list-style-type: none"> a. When selecting the most efficient route, hazards and traffic flow are identified and appropriate adjustments are made b. Site conditions are assessed to enable safe operations and to ensure no injury to people or damage to property, equipment, loads or facilities occurs
5. Monitor and maintain forklift performance	<ul style="list-style-type: none"> a. Performance and efficiency of vehicle operation is monitored during use b. Defective or irregular performance and malfunctions are reported to company c. Forklift records are maintained/updated in accordance with company procedures and legislative requirements

Range of Variables

OPERATE A FORKLIFT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Warehousing forklift operations including counterbalance trucks, reach trucks, pallet trucks and straddle trucks
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests c. Picking slips, merchandise transfers, stock requisitions and bar codes d. Manufacturer's specifications e. Company operating procedures and policies f. Supplier and/or client instructions g. Materials safety data sheets h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications i. Codes of Practice j. Legislation and regulations k. Award, Enterprise Bargaining Agreement, other industrial arrangements l. Standards and certification requirements m. Quality assurance procedures n. Australian Standard 2359 - Industrial Truck Code
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

OPERATE A FORKLIFT

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. Locate, interpret and apply relevant information a.2. Provide customer, client service a.3. Work effectively with colleagues a.4. Convey information in written and oral form a.5. Maintain workplace records a.6. Use workplace colloquial and technical language and communication technologies in the workplace context a.7. Handle loads and drive defensively a.8. Manage forklift controls, read instruments and adjust engine power to site requirements a.9. Drive safely in warehouse environment a.10. Meet as a minimum requirements of (any) relevant legislation
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment, management and site operating systems a.3. impact of job on enterprise and individual performance a.4. application of relevant industrial or other legislative requirements a.5. identification and correct use of equipment, processes and procedures a.6. modifying activities dependant on differing workplace contexts and environment a.7. application of regulations and company operating procedures on forklift load shifting operation a.8. identification of points of balance and safe lifting positions on a range of loads
4. Resource implications	<ul style="list-style-type: none"> a. Access to forklifts, attachments where appropriate and load to be shifted
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task b. Follows company and regulatory requirements for forklifts in all operations c. Loads safely and economically lifted, shifted and located without damage to equipment d. Relocated material is restacked appropriately for the transport method, safe height, weight loading, size and crushability of the goods e. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> e.1. hazard policies and procedures including Codes of Practice e.2. issue resolution procedures e.3. job procedures and work instructions e.4. relevant guidelines relating to the safe use of equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. following recognised housekeeping processes e.8. waste, pollution and recycling management processes e.9. reporting of unsafe or damaged equipment f. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures g. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others h. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	1	2	2	2

Unit TDT D11 97A CONDUCT ADVANCED FORKLIFT OPERATIONS

Field D Load Handling

DESCRIPTION:

Select, fit and operate forklifts with specialised lifting attachments or all terrain equipment

ELEMENT	PERFORMANCE CRITERIA
1. Check attachments and worksite for suitability	<ul style="list-style-type: none"> a. Suitable work site is selected for operations b. Work area is checked for overhead obstructions and proximity to service delivery lines c. Barriers or warning signs are erected in areas subject to passing traffic d. Attachments and platforms are securely fixed to carriage or lines e. Personnel support platforms are inspected to ensure compliance with the relevant Australian standard
2. Select type of forklift and accessories for required load shifting task	<ul style="list-style-type: none"> a. Situations requiring special equipment or attachments identified to match load and work characteristics b. Appropriate specialised equipment selected c. Existing attachments removed and stored according to workplace procedures d. Specialised equipment fitted according to manufacturer's instructions and workplace procedures e. Designated staff notified regarding specialist operations
3. Shift load and complete work	<ul style="list-style-type: none"> a. Equipment is operated within safe working limits and to maximise efficiency of operations b. Load is lifted, carried and set down in accordance with workplace and manufacturer's procedures and legislative requirements c. Documentation is completed reporting any damage or faults to goods or equipment d. Specialist equipment and forklift returned to appropriate storage/parking area

Range of Variables

CONDUCT ADVANCED FORKLIFT OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team/group environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments involved in warehousing, storage and distribution e. Equipment may be used for stock handling, information storage and gathering computerised warehouse equipment
2. Worksite environment may include	<ul style="list-style-type: none"> e. Operations conducted by day or night f. Work may be conducted in restricted spaces or exposed conditions or controlled or open environments, or even on uneven, wet or dry surfaces g. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles h. Personnel in work area may include company personnel, site visitors, contractors, official representatives i. The use of range of attachments <ul style="list-style-type: none"> i.1. Spikes i.2. Drum carriers i.3. Bale carriers i.4. Tines i.5. Personnel carriers i.6. High reaching i.7. Pantograph i.8. Jibs i.9. Paper clamps i.10. Hooks i.11. Side lifters
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests c. Picking slips, merchandise transfers, stock requisitions and bar codes d. Manufacturer's specifications e. Company operating procedures and policies f. Supplier and/or client instructions g. Materials safety data sheets h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications i. Codes of Practice j. Legislation and regulations k. Award, Enterprise Bargaining Agreement, other industrial arrangements l. Standards and certification requirements m. Quality assurance procedures n. Australian Standard 2359 - Industrial Truck Code
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

CONDUCT ADVANCED FORKLIFT OPERATIONS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. Locate, interpret and apply relevant information a.2. Provide customer, client service a.3. Convey information in written and oral form a.4. Maintain workplace records a.5. Use workplace colloquial and technical language and communication technologies in the workplace context
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. Pre-requisite to this unit is completion of <i>Operating forklifts</i>
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment, management and site operating systems a.3. application of relevant industrial or other legislative requirements a.4. identification and correct use of equipment, processes and procedures
4. Resource implications	<ul style="list-style-type: none"> a. Range of forklift attachments
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task b. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> b.1. hazard policies and procedures including Codes of Practice <ul style="list-style-type: none"> b.1.1. emergency, fire and accident procedures b.1.2. the use of personal protective clothing and equipment conforming to industry standards according to the nature of the task b.1.3. hazard identification b.2. issue resolution procedures b.3. job procedures and work instructions b.4. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items b.5. quality assurance procedures (where existing) b.6. security procedures b.7. following recognised housekeeping processes b.8. waste, pollution and recycling management processes c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others e. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	2	2	2	2

Unit TDT D13 97A MOVE MATERIALS MECHANICALLY

Field D Load Handling

DESCRIPTION:

Knowledge and skills to safely and correctly operate typical mechanised materials handling equipment used in the road transport industry

ELEMENT	PERFORMANCE CRITERIA
1. Select mechanical moving equipment	<ul style="list-style-type: none"> a. The mechanised handling equipment, the route to be taken and procedures to be used are selected appropriate to the characteristics of the goods b. Hazardous goods are identified and handled in accordance with procedures for hazardous and dangerous goods
2. Move goods	<ul style="list-style-type: none"> a. Goods are moved using the selected materials handling equipment in accordance with occupational health and safety regulations, manufacturer's instructions and company procedures
3. Check goods and complete documentation	<ul style="list-style-type: none"> a. Moved goods are inspected for possible damage during transit b. All required documentation is completed for the tracking of the moved goods in accordance with company requirements

Range of Variables

MOVE MATERIALS MECHANICALLY

VARIABLE	SCOPE
1. Type of materials handling equipment	a. includes all mechanised materials handling equipment, for example, automatic guided vehicle, tow motors, high level order picker, conveyor systems, mechanised pallet movers, cranes and hoists, tailgates
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/legislation	a. state licensing regulations b. certificates of competency c. supervision requirements d. occupational health and safety requirements
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures for identifying and handling various categories of goods are those prescribed by government regulation or company policies

Evidence Guide

MOVE MATERIALS MECHANICALLY

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of mechanised mechanical materials handling procedures and their suitability for use with different classes of goods b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit may be assessed in conjunction with <i>Operate forklifts</i> and/or any of the units within the field <i>Load Handling</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Occupational health and safety requirements a.2. Mechanised materials handling procedures a.3. Documentation for the movement of goods a.4. Sources of information on occupational health and safety b. Underpinning skills <ul style="list-style-type: none"> b.1. Operation of mechanised materials handling equipment b.2. Reading and interpretation of simple statements b.3. Recognition of dangerous goods b.4. Writing of movement documentation
4. Resources	<ul style="list-style-type: none"> a. Assessment of this unit will require access to appropriate loads and loading environments, relevant vehicles, appropriate lifting aids and appliances
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competency in this skill area is required for all drivers in the road transport industry required to use mechanised equipment in the loading or unloading of vehicles b. Assessment of this unit of competence will usually include observation of work processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
1	1	1	1	1	1	2

Unit TDT D14 97A LOAD AND UNLOAD VEHICLES CARRYING SPECIAL LOADS

Field D Load Handling

DESCRIPTION:

Knowledge and skills to identify critical characteristics of special loads and to safely load and unload a vehicle designed to carry those loads

ELEMENT	PERFORMANCE CRITERIA
1. Load and unload vehicle	<ul style="list-style-type: none"> a. Load characteristics are identified and taken into account when determining appropriate loading and unloading procedures b. Hazardous cargo is identified and handled in accordance with required procedures for hazardous and dangerous cargo c. Vehicle is loaded demonstrating compliance with vehicle loading regulations and workplace safety requirements d. Lifting aids and appliances are selected and used to aid loading procedures in compliance with workplace procedures and safety legislation e. Vehicle is unloaded or partially unloaded in a safe and efficient manner taking into account suitable locations, stowage, safe use of equipment and the balance of the remaining load f. Ancillary equipment is operated in accordance with company procedures, manufacturer's instructions during loading and unloading operations
2. Secure and protect vehicle load	<ul style="list-style-type: none"> a. The vehicle load is secured using the correct load restraint and protection equipment for different loads, vehicles and carriage conditions b. The load is protected in accordance with legal and workplace safety requirements c. The distribution of the load is checked to ensure that it is even, legal and within the safe working capacity of the vehicle
3. Complete documentation	<ul style="list-style-type: none"> a. The loaded vehicle is inspected and checked for security to travel b. All required transportation documentation for the cargo is completed in accordance with company requirements

Range of Variables

LOAD AND UNLOAD VEHICLES DESIGNED TO CARRY SPECIAL LOADS

VARIABLE	SCOPE
1. Type of vehicles	a. includes vehicles designed to carry special loads, for example, concrete agitator, livestock transporter, armoured car, tanker, refrigerated vehicle, waste vehicle, fresh produce vehicle, car carrier, container carrier
2. Level of Supervision	a. may be limited or minimum supervision
3. OH and S Standards	a. as per company and statutory requirements
4. Regulations/ Legislation	a. National, state and territory road transport regulatory authorities b. National Load Restraint Guide c. The Australian Truck Drivers manual d. Australian Dangerous Goods Code e. Australian Explosives Code f. Code of Practice for the Safe Transport of Radioactive Substances g. state and territory legislation covering the safe handling of infectious substances
5. Documentation and Reporting Systems	a. as per company requirements
6. Procedures	a. procedures are those prescribed by the relevant traffic authority and company

Evidence Guide

LOAD AND UNLOAD VEHICLES CARRYING SPECIAL LOADS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm ability to identify all cargo in accordance with the relevant codes, government regulations and company policies b. Assessment must confirm the ability to correctly handle identified goods in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit may be assessed in conjunction with <i>Operate forklifts</i> and/or any of the units within the field <i>Load Handling</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Relevant codes and legislation a.2. Relevant government regulations concerning the transport of freight a.3. Characteristics of, and hazards associated with different classes of goods a.4. Handling procedures for, and precautions to be taken with different classes of goods b. Underpinning skills <ul style="list-style-type: none"> b.1. Identification of goods b.2. Load handling testing (as required) b.3. Interpretation of relevant codes b.4. Completion of transportation documentation
4. Resources	<ul style="list-style-type: none"> a. Assessment of this unit will require access to appropriate loads and loading environments, relevant vehicles, appropriate lifting aids and appliances
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for a variety of loads by day and night and in varied weather conditions in a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of work processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
1	1	2	1	2	1	2

Unit TDT D15 97A IDENTIFY AND CLASSIFY EXPLOSIVES AND DANGEROUS GOODS

Field D Load Handling

DESCRIPTION:

Basic knowledge and skills to recognise the characteristics of dangerous goods and explosives, and to safely handle them during loading, unloading and transportation

ELEMENT	PERFORMANCE CRITERIA
1. Assess dangerous goods	<ul style="list-style-type: none"> a. Dangerous goods are identified and classified in accordance with the relevant codes and government regulations b. Loads of dangerous goods or explosives are assessed and all required action taken to ensure compliance with all relevant government regulations and codes
2. Handle dangerous goods	<ul style="list-style-type: none"> a. Identified dangerous goods and explosives are handled and loaded/unloaded in accordance with relevant codes and government regulations, National Load Restraint Guide, and employer policy b. Vehicles carrying dangerous good or explosives are marked in accordance with relevant codes and government regulations
3. Label dangerous goods	<ul style="list-style-type: none"> a. Class of dangerous goods or explosives is reported on all shipping and other documentation in accordance with relevant codes and government regulations

Range of Variables

IDENTIFY AND CLASSIFY EXPLOSIVES AND DANGEROUS GOODS

VARIABLE	SCOPE
1. Type of loads	a. includes all substances classified as dangerous for example explosives, chemicals, radioactive, flammable, poisonous, infectious, corrosive, combustible loads
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/ Legislation	a. National Load Restraint Guide b. Australian Dangerous Goods Code c. Australian Explosives Code d. Code of Practice for the Safe Transport of Radioactive Substances e. state and territory legislation covering the safe handling of infectious substances
6. Documentation and Reporting Systems	a. as per company and statutory requirements, Materials Safety Data Sheets
7. Procedures	a. procedures are those prescribed by the relevant traffic authority and company

Evidence Guide

IDENTIFY AND CLASSIFY EXPLOSIVES AND DANGEROUS GOODS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm ability to identify explosives in accordance with the relevant codes, government regulations and company policies b. Assessment must confirm the ability to correctly identify and classify loads so that they can be correctly loaded
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit would usually be assessed in conjunction with relevant units from the field <i>Load Handling</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Relevant codes a.2. Relevant government regulations concerning the transport of explosives a.3. Compatibility of different types of explosives a.4. Characteristics of and hazards associated with different classes of goods a.5. Handling procedures for and precautions to be taken with different classes of goods b. Underpinning skills <ul style="list-style-type: none"> b.1. Identification of explosives b.2. Load handling procedures for explosives b.3. Interpretation of relevant codes b.4. Interpretation of Materials Safety Data Sheets b.5. Correct labelling of dangerous goods
4. Resources	<ul style="list-style-type: none"> a. Assessment of this unit will require access to appropriate loads and vehicles for loading
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable identifying and classifying relevant loads in a road transport environment b. Assessment of this unit of competence will usually include observation of work processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse &	Communicate	Plan & Organise	Work with Others &	Use Mathematical	Solve Problems	Use Technology
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Organise Information	Ideas & Information	Activities	in Teams	Ideas & Techniques		
2	2	1	1	1	1	1

Unit TDT D16 97A LOAD AND UNLOAD DANGEROUS GOODS

Field D Load Handling

DESCRIPTION:
Basic knowledge and skills to identify critical characteristics of dangerous goods and to safely load and unload a vehicle in accordance with company requirements and relevant government regulations

ELEMENT	PERFORMANCE CRITERIA
1. Load and unload vehicle	<ul style="list-style-type: none"> a. Dangerous goods are identified and their characteristics taken into account when determining appropriate handling, loading and storage procedures including confirmation that the relevant emergency procedures are being carried out b. Compatibility of dangerous goods is taken into account when assembling cargo for loading c. Vehicle is loaded demonstrating compliance with vehicle loading regulations and workplace safety requirements d. Vehicle is clearly marked to indicate the carriage of dangerous goods, in accordance with government regulations and company procedures e. Preventative equipment is used and emergency procedures are followed in the event of an incident or accident when loading or unloading dangerous goods
2. Secure and protect vehicle load	<ul style="list-style-type: none"> a. The vehicle load is secured using the correct load restraint and protection equipment for different loads, vehicles and carriage conditions b. The load is protected in accordance with legal and workplace safety requirements c. The distribution of the load is checked to ensure that it is even, legal and within the safe working capacity of the vehicle
3. Check the vehicle	<ul style="list-style-type: none"> a. The loaded vehicle is inspected and checked to ensure that it is suitable to carry dangerous goods and the load weight and dimensions are within the vehicle's safe carrying capacity and equipment capability b. The loaded vehicle is checked to ensure that it can be safely parked and secured c. All required transportation documentation for the cargo is completed in accordance with company requirements

Range of Variables

LOAD AND UNLOAD DANGEROUS GOODS

VARIABLE	SCOPE
1. Type of loads	a. includes all dangerous goods as specified under the dangerous goods act
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces , exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. National, state and territory road transport regulatory authorities b. National Load Restraint Guide c. The Australian Truck Drivers manual d. Australian Dangerous Goods Code e. Australian Explosives Code f. Code of Practice for the Safe Transport of Radioactive Substances g. state and territory legislation covering the safe handling of infectious substances
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those prescribed by the relevant traffic authority and company

Evidence Guide

LOAD AND UNLOAD DANGEROUS GOODS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm ability to identify all dangerous goods in accordance with the relevant codes and government regulations b. Assessment must confirm the ability to correctly load and unload identified dangerous goods
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit may be assessed in conjunction with relevant units from the field <i>Load handling</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Relevant codes b. Relevant government regulations concerning the transport of freight c. Compatibility of different types of dangerous goods d. Characteristics of and hazards associated with different classes of goods e. Handling procedures for and precautions to be taken with different classes of goods f. Identification of dangerous goods g. Load handling and restraint techniques h. Interpretation of relevant codes i. Completion of transportation documentation
4. Resources	<ul style="list-style-type: none"> a. Assessment of this unit will require access to appropriate loads and loading environments, relevant vehicles, appropriate lifting aids and appliances
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for relevant dangerous loads in a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of work processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse &	Communicate	Plan & Organise	Work with Others &	Use Mathematical	Solve Problems	Use Technology
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Organise Information	Ideas & Information	Activities	in Teams	Ideas & Techniques		
2	1	1	1	1	2	2

Unit TDT D17 97A LOAD AND UNLOAD EXPLOSIVES

Field D Load Handling

DESCRIPTION:
Knowledge and skills to safely load and unload a vehicle with explosives in accordance with company requirements and relevant government regulations

ELEMENT	PERFORMANCE CRITERIA
1. Load and unload vehicle	<ul style="list-style-type: none"> a. Explosives are identified and their characteristics taken into account when determining appropriate handling, loading and storage procedures in accordance with relevant legislation and emergency procedures b. Compatibility of explosives is taken into account when assembling cargo for loading c. Vehicle is loaded demonstrating compliance with vehicle loading regulations and workplace safety requirements d. Vehicle is clearly marked to indicate the carriage of explosives, in accordance with government regulations and company procedures e. Preventative equipment is used and emergency procedures are followed in the event of an incident or accident when loading or unloading explosives
2. Secure and protect vehicle load	<ul style="list-style-type: none"> a. The vehicle load is secured using the correct load restraint and protection equipment for explosives b. The load is protected in accordance with legal and workplace safety requirements c. The distribution of the load is checked to ensure that it is even, legal and within the safe working capacity of the vehicle
3. Complete documentation	<ul style="list-style-type: none"> a. The loaded vehicle is inspected and checked to ensure that it is suitable to carry explosives and the load weight and dimensions are within the vehicle's safe carrying capacity and equipment capability b. The loaded vehicle is checked to ensure that it can be safely parked and secured c. All required transportation documentation for the cargo is completed in accordance with company requirements

Range of Variables

LOAD AND UNLOAD EXPLOSIVES

VARIABLE	SCOPE
1. Type of loads	a. includes all explosives as defined in relevant legislation, for example, fireworks, air bags, construction explosives, ammunition
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. National, state and territory road transport regulatory authorities b. National Load Restraint Guide c. The Australian Truck Drivers manual d. Australian Dangerous Goods Code e. Australian Explosives Code f. Code of Practice for the Safe Transport of Radioactive Substances g. state and territory legislation covering the safe handling of infectious substances
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those for prescribed by the relevant traffic authority and company

Evidence Guide

LOAD AND UNLOAD EXPLOSIVES

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm ability to identify explosives in accordance with the relevant codes, government regulations and company policies b. Assessment must confirm the ability to correctly handle explosives in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit may be assessed in conjunction with <i>Operate forklifts</i> and/or any of the units within the field <i>Load Handling</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Relevant codes a.2. Relevant government regulations concerning the transport of explosives a.3. Compatibility of different types of explosives a.4. Characteristics of and hazards associated with different classes of goods a.5. Handling procedures for and precautions to be taken with different classes of goods. b. Underpinning skills <ul style="list-style-type: none"> b.1. Identification of explosives b.2. Load handling procedures for explosives b.3. Interpretation of codes b.4. Completion of transportation documentation
4. Resources	<ul style="list-style-type: none"> a. Assessment of this unit will require access to appropriate vehicles and relevant types of explosives loads
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable loading and unloading explosives in a road transport environment b. Assessment of this unit of competence will usually include observation of work processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse &	Communicate	Plan & Organise	Work with Others &	Use Mathematical	Solve Problems	Use Technology
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Organise Information	Ideas & Information	Activities	in Teams	Ideas & Techniques		
2	1	1	1	1	1	2

Unit TDT D18 97A HANDLE FURNITURE AND EFFECTS

Field D Load Handling

DESCRIPTION:

Basic knowledge and skills to undertake job preparation, the uplift and the transit and storage of furniture and effects

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for removal	<ul style="list-style-type: none"> a. Appropriate removals equipment and materials are selected and work areas are organised in consultation with the client upon arrival at the client's premises b. Hazardous items are identified through consultation with client in accordance with company procedures c. Protective coverings and drop cloths are placed in packing and traffic areas in accordance with company procedures d. Checks are made that the client has prepared specific items for removal as required by company policy e. Routes for the lifting and movement of furniture and effects to the vehicle are identified, and floors, pathways and/or stairs are checked to ensure they are free of obstacles and hazards before any goods are handled
2. Move furniture items	<ul style="list-style-type: none"> a. Furniture and effects are selected, lifted, moved and loaded onto the vehicle in accordance with removals documentation, occupational health and safety regulations and company procedures b. Special lifting and moving equipment is selected and used in accordance with OHS regulations and company procedures
3. Load vehicle	<ul style="list-style-type: none"> a. Vehicle/container is prepared for the loading process and furniture and effects are stowed and secured in accordance with removals documentation, client's requirements and company procedures b. Furniture and effects are unloaded from vehicle/container and stored in accordance with removals documentation and company policy c. All required removals documentation is completed in accordance with company requirements

Range of Variables

HANDLE FURNITURE AND EFFECTS

VARIABLE	SCOPE
1. Type of loads	a. includes all removal load for example, household and workplace furniture and effects
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. Occupational Health and Safety Legislation for lifting and moving goods
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those for prescribed by the relevant traffic authority and company

Evidence Guide

HANDLE FURNITURE AND EFFECTS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm ability handle furniture and effects in accordance with customer requirements and company policy b. Assessment must confirm the ability to correctly handle furniture and effects in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit may be assessed in conjunction with <i>Apply occupational health and safety procedures, Pack and unpack cartons</i> and/or any of the units within the field <i>Load Handling</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Procedures for the packing and handling of the different types of furniture and effects a.2. Occupational health and safety regulations and procedures for uplifting and movement of goods a.3. Specialised lifting equipment and procedures for its use a.4. Required removals documentation a.5. Insurance rights and responsibilities b. Underpinning skills <ul style="list-style-type: none"> b.1. Lifting skills b.2. Stowing of goods b.3. Use of specialised lifting equipment b.4. Completion of removals documentation b.5. Identification of hazardous items
4. Resources	<ul style="list-style-type: none"> a. Assessment of this unit will require access to appropriate vehicles and relevant types of furniture and effects to load
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable in handling a variety of removals loads in a real road transport environment b. Assessment of this unit of competence will usually include observation of work processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse &	Communicate	Plan & Organise	Work with Others &	Use Mathematical	Solve Problems	Use Technology
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Organise Information	Ideas & Information	Activities	in Teams	Ideas & Techniques		
1	1	1	1	1	1	2

Unit TDT D19 97A PACK AND UNPACK CARTONS FOR REMOVAL

Field D Load Handling

DESCRIPTION:
Knowledge and skills to effectively pack and unpack removals cartons

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for packing	<ul style="list-style-type: none"> a. Convenient, suitable and unrestricted work area is selected and prepared in consultation with the client for either packing or unpacking b. The items for removal are identified and the order of packing is determined in accordance with removals documentation c. Cartons, protective and other materials are selected and located in an accessible area d. Items ineligible for removal are identified in accordance with industry standards and company policy and appropriate action taken in consultation with client
2. Pack and unpack cartons	<ul style="list-style-type: none"> a. Items for removal are wrapped and packed in accordance with industry standards and company procedures b. Fragile or valuable items are specially wrapped and positioned in accordance with company procedures and industry standards c. Cartons are sealed and labelled in accordance with removals documentation and company procedures d. Cartons are unpacked and goods unwrapped and stored in accordance with removals documentation and company procedures e. Hazardous items are identified and appropriately transported
3. Complete packing/unpacking process	<ul style="list-style-type: none"> a. Used cartons are folded and removed and rubbish disposed of in accordance with company procedures b. All required removals documentation is completed in accordance with company requirements

Range of Variables

PACK AND UNPACK CARTONS FOR REMOVAL

VARIABLE	SCOPE
1. Type of materials	a. includes all items for removals for example, crockery, books, household effects and furniture, office effects and furniture, glassware, electrical/electronic equipment
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. includes Occupational Health and Safety regulations for safe lifting and packing and insurance policies and regulations
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures for identifying, handling, wrapping and packing various types of items are those prescribed by industry standards and company policies

Evidence Guide

PACK AND UNPACK CARTONS FOR REMOVAL

1. Critical aspects of evidence	a. Assessment must confirm the ability to correctly pack different items into cartons using the correct protective materials and placing the items in the correct place within the carton and in the correct order
2. Interdependent assessment of units	a. This unit may be assessed in conjunction with <i>Handle Furniture and Effects</i>
3. Underpinning Skills and Knowledge	<p>a. Underpinning knowledge</p> <p>a.1. Procedures for the packing and handling of items into removals cartons</p> <p>a.2. Occupational health and safety regulations and procedures for lifting and packing</p> <p>a.3. Specialised procedures for packing and handling of fragile, valuable or unusual items</p> <p>a.4. Required removals documentation</p> <p>b. Underpinning skills</p> <p>b.1. Packing skills</p> <p>b.2. Reading simple statements and instructions</p> <p>b.3. Completion of removals documentation</p> <p>b.4. Writing of simple reports and completion of forms</p> <p>b.5. Identification of hazardous items</p>
4. Resources	a. Assessment of this unit will require access to cartons, items to be packaged, packaging materials and documentation
5. Consistency	a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<p>a. Competence must be demonstrable with a variety of relevant load types and cartons in a real or simulated road transport environment</p> <p>b. Assessment of this unit of competence will usually include observation of work processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

Knowledge and skills required to prepare and care for livestock in transit

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to transport livestock	<ul style="list-style-type: none"> a. Condition, quality and quantity of livestock to be transported is checked prior to transport operation in accordance with client requirements and company policy b. Any poor quality livestock is identified and reported to specified personnel in accordance with company policy c. Feed provisions and other requirements for livestock prior to and during transit are identified and organised d. Portable stockyards are assembled as required
2. Care for and control livestock in transit	<ul style="list-style-type: none"> a. Condition of livestock is regularly monitored during loading, transit and unloading and appropriate action taken in terms of relevant government regulations, company policy, and humane and permit requirements b. Required action is taken for the care and well-being of animals in the event of an accident during transit c. Distressed stock are handled in an appropriate manner in accordance with government regulations and company policies.
3. Use animal husbandry techniques	<ul style="list-style-type: none"> a. Symptoms of animal diseases and parasites are identified and appropriate action taken to control them in terms of relevant government regulations, company policy, and humane and permit requirements b. Prescribed medication is administered to livestock in accordance with veterinary directions and company policy

Range of Variables

CARE FOR LIVESTOCK IN TRANSIT

VARIABLE	SCOPE
1. Livestock:	a. includes all livestock for example, sheep, cattle, horses, goats, pigs, chickens
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in a range of typical weather conditions
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. includes Occupational Health and Safety regulations for safe lifting and packing and insurance policies and regulations
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those prescribed by relevant government rules and regulations and company policies

Evidence Guide

CARE FOR LIVESTOCK IN TRANSIT

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm the ability to identify the condition of livestock, care for livestock, apply animal husbandry techniques and care for livestock during loading, unloading and in transit b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit may be assessed in conjunction with other relevant units in the fields <i>Load Handling</i> and <i>Driving Vehicles</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Government rules and regulations for the transport of livestock a.2. Symptoms of typical animal diseases and parasitic infections and their control a.3. Procedures for the loading/unloading of livestock b. Underpinning skills <ul style="list-style-type: none"> b.1. Care of animals b.2. Identification of typical animal diseases and parasitic infections in livestock b.3. Completion of livestock transportation documents b.4. Using working dogs b.5. Assembling portable stockyards if appropriate
4. Resources	<ul style="list-style-type: none"> a. Assessment of this unit will require access to working dogs, various livestock, livestock equipment such as a cattle prod, dog equipment such as a restraining device, portable stock yards, a relevant vehicle
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable with a variety of relevant livestock in real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of work processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	2	1

Unit TDT D21 98A USE SPECIALISED BULK TRANSFER EQUIPMENT (DRY)

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to transfer goods using specialised bulk handling equipment for dry materials including, where applicable, use with dangerous goods and hazardous substances

ELEMENT	PERFORMANCE CRITERIA
1. <i>Plan work</i>	<ul style="list-style-type: none"> a. Dangerous or hazardous (including regulated waste), or other materials requiring specialised handling are identified and relevant procedures are taken into account when planning the work b. Traffic flow and work area conditions are assessed and anticipated to ensure safe operation and no injury to people, or damage to equipment, loads, facilities or environment c. Characteristics of the load are taken into account when selecting method, equipment and where applicable, appropriate attachments to transfer the load d. Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel e. Bulk transfer of dry materials is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight and dimensions and the capacity of the equipment f. (Any) required personal safety equipment, signage, barriers and special precautions are identified in the plan and utilised g. Procedures to deal with spills, leakages and ruptures are identified h. Customer requests for variation to agreed operations are actioned within scope of authority or referred to appropriate personnel
2. Transfer material	<ul style="list-style-type: none"> a. Equipment is prepared and any appropriate attachment fitted b. Equipment controls are checked for correct operational status before commencing transfer c. Adjustments are made to process to accommodate special requirements such as temperature control, combustion etc d. Instruments and gauges are monitored during operations to ensure that operation is consistent with site procedures, manufacturer's specifications and enterprise schedule and safety requirements e. Speed of operation is managed for safety and efficiency of materials movement and equipment operations f. Any faults or damage to equipment are immediately reported to the appropriate personnel
3. Monitor and operate controls	<ul style="list-style-type: none"> a. Equipment controls are monitored and operated in accordance with manufacturer's operating instructions b. Control systems are monitored to ensure that operation is consistent with site procedures, manufacturer's specifications, enterprise schedule, safety requirements and statutory regulations c. Materials are moved ensuring no injury to personnel or damage to equipment or goods d. Faults are identified and reported in accordance with enterprise guidelines
4. Complete operations	<ul style="list-style-type: none"> a. Equipment is shut down within manufacturer's guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures] b. Clean up methods for transfer equipment are completed following workplace procedures c. Equipment is secured in accordance with securing procedures for the appropriate equipment d. Workplace documentation is completed and filed following enterprise procedures

Range of Variables

USE SPECIALISED BULK TRANSFER EQUIPMENT (DRY)

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. hazardous or dangerous materials f.2. contamination of, or from, materials being handled f.3. noise, light, energy sources f.4. stationary and moving machinery, parts or components f.5. service lines f.6. spills, leakages, ruptures f.7. dust/vapours g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment h. Requirements for work may include: <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. use of safety and personal protection equipment h.3. communications equipment h.4. specialised lifting and/or handling equipment h.5. incident breakdown procedures h.6. additional gear and equipment h.7. noise restrictions h.8. hours of operation h.9. authorities and permits i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, potential customers and existing clients i.3. management and union representatives i.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff
2. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals, job specifications and procedures and induction documentation c. Competency standards and training materials d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets e. Workplace operating procedures and policies f. Supplier and/or client instructions g. Australian and International standards, criteria and certification requirements h. Communications technology equipment, oral, aural or signed communications i. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> i.1. workplace agreements and awards i.2. occupational health & safety procedures j. Applicable State, Territory, Commonwealth legislative framework which relates to: <ul style="list-style-type: none"> j.1. Occupational Health & Safety j.2. Dangerous goods and hazardous substances j.3. Environment Protection j.4. Traffic Acts k. Standards and certification requirements l. Quality assurance procedures m. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Bulk materials may be granular, powder, palletized, consolidated, particles b. Exposure may be to corrosive chemicals, solvents and adhesives, toxic, explosive and other harmful substances, movement of equipment, goods, vehicles c. Regulatory controls and enterprise procedures govern requirements for transport, storage, volume, mass and required controls d. Relevant transfer systems may include ducted, conveyor, mobile plant, pipelines, elevators, augers

Evidence Guide

USE SPECIALISED BULK TRANSFER EQUIPMENT (DRY)

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess requirements for emergency response equipment and procedures a.2. identify labelling, signage and HAZCHEM codes a.3. applying relevant handling procedures a.4. estimate weight and volume of load and any special requirements a.5. select appropriate equipment and work systems to enable safe, efficient work a.6. identify hazards and plan work to minimise risks when transferring goods a.7. determine (any) required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain enterprise records and documentation a.11. identify and safely handle equipment and goods, apply hierarchy of control
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for safe and efficient transfer of load a.5. prioritising work and co-ordinating self in relation to activities a.6. enterprise work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements including relevant freight regulations a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Job requirements for safe transfer of dry loads including appropriate equipment, deadlines and material to be transferred</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> b. Establishes effective working relationships with colleagues c. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment d. Effectively negotiates to resolve issues and problems e. Uses organisational structures effectively to complete work operations f. Demonstrates consistency of performance over time and in a range of contexts g. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> g.1. codes of practice, hazard policies and procedures g.2. issue resolution procedures g.3. job procedures and work instructions g.4. guidelines relating to the safe use of machinery and equipment g.5. quality assurance procedures (where existing) g.6. security procedures g.7. housekeeping processes g.8. waste, pollution and recycling management processes h. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures i. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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2	2	2	2	2	3	2
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Unit TDT D23 98A USE SPECIALISED BULK GAS TRANSFER EQUIPMENT

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to handle gases using gas transfer equipment

ELEMENT	PERFORMANCE CRITERIA
1. Plan work	<ul style="list-style-type: none"> a. Gas transfer method is identified for loading and unloading as liquefied or gaseous state b. Precautions are undertaken to eliminate all ignition sources c. Specialised handling requirements for the particular gas are identified and relevant procedures are taken into account when planning the work d. Traffic flow, vehicle positioning and work area conditions are assessed to ensure safe operation and no injury to people, or damage to equipment, loads or facilities e. Characteristics of the gas, transfer and holding method are taken into account when evaluating procedural requirements, special precautions for method, equipment and where applicable, appropriate attachments to transfer the load f. Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel g. Gas transfer is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight, volume and viscosity and the capacity of the equipment h. Load is checked prior to and at the completion of transfer to ensure ullage and/or maximum permitted capacity complies with ADG code i. Adjustments are made to process to accommodate special requirements such as temperature control, combustion, etc j. (Any) required personal protective equipment, signage, barriers and special precautions are identified in the plan and utilised k. Procedures to deal with leakages and ruptures are identified
2. Transfer material	<ul style="list-style-type: none"> a. Equipment is prepared and any appropriate attachment fitted b. Equipment controls are checked for correct operational status before commencing transfer c. Instruments and gauges are monitored during operations to ensure that operation is within manufacturer's specifications and enterprise schedule and safety requirements d. Speed of operation is managed for safety and efficiency of materials movement and equipment operations e. Any faults or damage to equipment are immediately reported to the appropriate personnel
3. Monitor and operate controls	<ul style="list-style-type: none"> a. Equipment controls are monitored and operated in accordance with manufacturer's operating instructions b. Control systems are monitored in accordance with Statutory Authority Regulations, manufacturer's guidelines and site operating procedures c. Gas is transferred ensuring no injury to personnel or damage to equipment or goods d. Faults are identified and reported in accordance with enterprise guidelines
4. Complete operations	<ul style="list-style-type: none"> a. Equipment is shut down within manufacturer's guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures b. Clean up methods for transfer equipment are completed following workplace procedures c. Equipment is secured in accordance with securing procedures for the appropriate equipment d. Workplace documentation is completed and filed following enterprise procedures

Range of Variables

USE SPECIALISED BULK GAS TRANSFER EQUIPMENT

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry b. Customers may be internal or external c. Operations conducted day or night d. Environment may include movement of equipment, goods, materials and vehicular traffic e. Hazards may include: <ul style="list-style-type: none"> e.1. hazardous or dangerous materials e.2. contamination of, or from, materials being handled e.3. noise, light, energy sources e.4. stationary and moving machinery, parts or components e.5. static electricity e.6. service lines e.7. spills, leakages, ruptures e.8. dust/vapours f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment g. Requirements for work may include: <ul style="list-style-type: none"> g.1. site restrictions and procedures g.2. use of safety and personal protection equipment g.3. communications equipment g.4. specialised lifting and/or handling equipment g.5. authorities and permits g.6. incident breakdown procedures g.7. hours of operations g.8. noise restrictions g.9. additional gear and equipment h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. suppliers, potential customers and existing clients h.3. management and union representatives h.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff
2. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals, job specifications and procedures and induction documentation c. Competency standards and training materials d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets e. Workplace operating procedures and policies including signage requirements f. Supplier and/or client instructions g. Australian and International standards, criteria and certification requirements h. Communications technology equipment, oral, aural or signed communications i. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> i.1. workplace agreements and awards i.2. occupational health & safety procedures j. Applicable State, Territory, Commonwealth legislation framework which relates to: <ul style="list-style-type: none"> j.1. Occupational Health & Safety j.2. Dangerous goods and hazardous substances j.3. Environment Protection j.4. Traffic Acts k. Standards and certification requirements <ul style="list-style-type: none"> l. ADG Code m. Australian Standards n. Quality assurance procedures o. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Exposure may be to toxic, explosive materials and other harmful substances, movement of equipment, goods, vehicles b. Regulatory controls and enterprise procedures govern requirements for transport, storage, volume, mass and required controls c. Ignition sources include naked flames and static sources d. Relevant Australian Standards include: AS 2809.1, AS 2809.3, AS 2931, AS 2430.1, AS 2430.3.4, AS 2430.3.7

Evidence Guide

USE SPECIALISED BULK GAS TRANSFER EQUIPMENT

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess requirements for emergency response equipment and procedures a.2. identify placarding and HAZCHEM codes a.3. apply relevant handling procedures a.4. estimate weight and volume of load and any special requirements a.5. select appropriate equipment and work systems to enable safe, efficient work a.6. identify hazards and plan work to minimise risks when transferring gas a.7. determine (any) required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain enterprise records and documentation
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. application of relevant sections of the ADG Code and Australian Standards a.5. operational procedures for safe and efficient transfer of load a.6. prioritising work and co-ordinating self in relation to activities a.7. enterprise work procedures a.8. focus of operation of work systems and equipment a.9. application of relevant agreements, codes of practice or other legislative requirements including relevant freight regulations a.10. identification and correct use of equipment, processes and procedures a.11. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Job requirements for safe transfer of gaseous loads including appropriate equipment, deadlines and material to be transferred</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Demonstrates consistency of performance over time and in a range of contexts f. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> f.1. codes of practice, hazard policies and procedures f.2. issue resolution procedures f.3. job procedures and work instructions f.4. guidelines relating to the safe use of machinery and equipment f.5. quality assurance procedures (where existing) f.6. security procedures f.7. housekeeping processes f.8. waste, pollution and recycling management processes g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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Unit TDT D24 98A USE SPECIALISED LIQUID BULK TRANSFER EQUIPMENT
(GRAVITY / PRESSURISED)

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to transfer bulk liquid goods using pressurised or gravity handling equipment.

ELEMENT	PERFORMANCE CRITERIA
1. Plan work	<ul style="list-style-type: none"> a. Liquid transfer method is identified for loading and unloading as gravity or pressure b. Dangerous or hazardous (including regulated waste) or other materials requiring specialised handling are identified and relevant procedures are taken into account when planning the work c. Precautions are undertaken to eliminate all ignition sources d. Traffic flow, vehicle positioning and work area conditions are assessed to ensure safe operation and no injury to people, or damage to equipment, loads or facilities e. Characteristics of the liquid, transfer and holding method are taken into account when evaluating procedural requirements, special precautions for method, equipment and where applicable, appropriate attachments to transfer the load f. Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel g. Liquid transfer is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight, volume and viscosity and the capacity of the equipment h. Load is checked prior to and at the completion of transfer to ensure ullage and/or maximum permitted capacity complies with ADG code i. Adjustments are made to process to accommodate special requirements such as temperature control, combustion, etc j. (Any) required personal protective equipment, signage, barriers and special precautions are identified in the plan and utilised k. Procedures to deal with spills, leakages and ruptures are identified
2. Transfer material	<ul style="list-style-type: none"> a. Equipment is prepared and any appropriate attachment fitted b. Equipment controls are checked for correct operational status before commencing transfer c. Instruments and gauges are monitored during operations to ensure that operation is within manufacturer's specifications and enterprise schedule and safety requirements d. Speed of operation is managed for safety and efficiency of materials movement and equipment operations e. Any faults or damage to equipment are immediately reported to the appropriate personnel
3. Monitor and operate controls	<ul style="list-style-type: none"> a. Equipment controls are monitored and operated in accordance with manufacturer's operating instructions b. Control systems are monitored in accordance with Statutory Authority Regulations, manufacturer's guidelines and site operating procedures c. Materials are moved ensuring no injury to personnel or damage to equipment or goods d. Faults are identified and reported in accordance with enterprise procedures
4. Complete operations	<ul style="list-style-type: none"> a. Equipment is shut down within manufacturer's guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures b. Clean up methods for transfer equipment are completed following workplace procedures c. Equipment is secured in accordance with securing procedures for the appropriate equipment d. Workplace documentation is completed and filed following enterprise procedures

Range of Variables

USE SPECIALISED LIQUID BULK TRANSFER EQUIPMENT (GRAVITY/PRESSURISED)

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the bulk handling, dangerous goods and bulk transport sectors of the Transport and Distribution industry b. Customers may be internal or external c. Operations conducted day or night d. Environment may include movement of equipment, goods, materials and vehicular traffic e. Hazards may include: <ul style="list-style-type: none"> e.1. hazardous or dangerous materials e.2. contamination of, or from, materials being handled e.3. noise, light, energy sources e.4. stationary and moving machinery, parts or components e.5. static electricity e.6. service lines e.7. spills, leakages, ruptures e.8. dust/vapours f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment g. Requirements for work may include: <ul style="list-style-type: none"> g.1. site restrictions and procedures g.2. use of safety and personal protection equipment g.3. communications equipment g.4. specialised lifting and/or handling equipment g.5. incident breakdown procedures g.6. additional gear and equipment g.7. noise restrictions g.8. hours of operation g.9. authorities and permits h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. suppliers, potential customers and existing clients h.3. management and union representatives h.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff
2. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals, job specifications and procedures and induction documentation c. Competency standards and training materials d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets e. Workplace operating procedures and policies including signage requirements f. Supplier and/or client instructions g. Australian and International standards, criteria and certification requirements h. Communications technology equipment, oral, aural or signed communications i. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> i.1. workplace agreements and awards i.2. occupational health & safety procedures j. Applicable State, Territory, Commonwealth legislative framework which relates to: <ul style="list-style-type: none"> j.1. Occupational Health & Safety j.2. Dangerous goods and hazardous substances j.3. Environment Protection j.4. Traffic Acts j.5. Standards and certification requirements j.6. ADG Code k. Australian Standards l. Quality assurance procedures m. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Exposure may be to corrosive chemicals, solvents and adhesives, carcinogenic and other harmful substances, movement of equipment, goods, vehicles b. Regulatory controls and enterprise procedures govern requirements for transport, storage, volume, mass and required controls c. Ignition sources include naked flames and static sources d. Relevant Australian Standards include: AS 2809.1, AS 2809.2, AS 2931, AS 2430 <p>NB No vapour recovery connection whilst unloading diesel</p>

Evidence Guide

USE SPECIALISED LIQUID BULK TRANSFER EQUIPMENT (GRAVITY/PRESSURISED)

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. assess requirements for emergency response equipment and procedures</p> <p>a.2. identify labelling, signage and HAZCHEM codes</p> <p>a.3. apply relevant handling procedures</p> <p>a.4. calculate weight and volume of load and any special requirements</p> <p>a.5. select appropriate equipment and work systems to enable safe, efficient work</p> <p>a.6. identify potential hazards and plan work to minimise risks when transferring goods</p> <p>a.7. determine (any) required permits</p> <p>a.8. use appropriate communication strategies and equipment</p> <p>a.9. locate, interpret and apply relevant information</p> <p>a.10. maintain enterprise records and documentation</p> <p>a.11. identify and safely handle equipment and goods, apply hierarchy of control</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</p> <p>a.2. implications of transferring liquid materials under pressure in relation to job requirements</p> <p>a.3. implications of OHS/OSH legislation and codes of practice</p> <p>a.4. permit and licence requirements</p> <p>a.5. application of relevant sections of the ADG Code and Australian Standards</p> <p>a.6. operational procedures for safe and efficient transfer and storage of goods</p> <p>a.7. prioritising work and co-ordinating self in relation to activities</p> <p>a.8. enterprise work procedures</p> <p>a.9. focus of operation of work systems and equipment</p> <p>a.10. application of relevant agreements, codes of practice or other legislative requirements including regulations relating to this type of freight</p> <p>a.11. identification and correct use of equipment, processes and procedures</p> <p>a.12. planning own work including predicting consequences and identifying improvements</p>
4. Resource implications	<p>a. Job requirements for safe transfer of liquid and pressurised liquid loads including appropriate equipment, deadlines and material to be transferred</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the safe use of machinery and equipment</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	3	2

Unit TDT D27 98A PREPARE FOR THE TRANSPORT OF PACKAGED DANGEROUS GOODS

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to assess the proposed transportation of packaged dangerous goods

ELEMENT	PERFORMANCE CRITERIA
1. Check packaged dangerous goods load	<ul style="list-style-type: none"> a. Load is compared against shipping documentation and discrepancies noted b. Load is checked to ensure that dangerous goods labels are clearly visible (where required) c. Vehicle load is checked for compatibility or, where not compatible, is checked for appropriate segregation in accordance with regulatory requirements d. Load is assessed to ensure that packages are stowed and secured in or on vehicles in accordance with National Load Restraint Guide e. Shipping documentation is located in cabin in accordance with regulatory requirements
2. Assess vehicle suitability to transport intended load	<ul style="list-style-type: none"> a. Vehicle is assessed for suitability and appropriateness to carry designated dangerous goods including classification, mass and configuration b. License and insurance requirements (where relevant) are checked for conformity with the Australian Code for the Transport of Dangerous Goods by Road and Rail and/or other applicable regulatory requirements c. Load restraint system(s) is/are checked for serviceability and appropriateness to secure intended load d. Vehicle is checked to ensure that it is correctly and clearly marked/placarded for the load being carried
3. Check emergency procedures and equipment	<ul style="list-style-type: none"> a. Emergency information for each type of transported dangerous good are noted b. Regulatory and enterprise procedures for an incident are noted including notification of relevant personnel and authorities and where appropriate, use of equipment for containment, clean up or recovery c. Personnel protective equipment and safety equipment are checked for operational capability and appropriateness to the proposed load d. Emergency information is located in cabin in accordance with ADG Code requirements
4. Evaluate documented route plan	<ul style="list-style-type: none"> a. Selected route plan and potential difficulties including traffic flow and conditions, obstacles, road standards, construction activities are assessed b. Regulatory and enterprise procedures for driving, parking, loading and unloading are identified including actions for disengaging and/or securing the vehicle
5. Complete assessment process	<ul style="list-style-type: none"> a. Discrepancies in assessment process are noted and reported in accordance with enterprise procedures for consideration and/or rectification

Range of Variables

PREPARE FOR THE TRANSPORT OF PACKAGED DANGEROUS GOODS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. hazardous or dangerous materials f.2. contamination of, or from, materials being handled f.3. noise, light, energy sources f.4. stationary and moving machinery, parts or components f.5. service lines f.6. spills, leakages, ruptures f.7. dust/vapours g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment h. Requirements for work may include: <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. use of safety and personal protection equipment h.3. communications equipment h.4. specialised lifting and/or handling equipment h.5. incident breakdown procedures h.6. additional gear and equipment h.7. noise restrictions h.8. hours of operation h.9. authorities and permits i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, potential customers and existing clients i.3. management and union representatives i.4. industrial relations, Occupational Health and Safety specialists, i.5. other maintenance, professional or technical staff
2. Sources of information / documents may include	<ul style="list-style-type: none"> a. Safe Working Load (SWL), Working Load Limit (WLL) and Lashing Capacity (LC) b. Operations manuals, job specifications and procedures and induction documentation c. Competency standards and training materials d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets e. Workplace operating procedures and policies f. Supplier and/or client instructions g. Australian and International standards, criteria and certification requirements h. Communications technology equipment, oral, aural or signed communications i. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> i.1. workplace agreements and awards i.2. occupational health & safety procedures j. Applicable State, Territory, Commonwealth legislative framework which relates to: <ul style="list-style-type: none"> j.1. Occupational Health & Safety j.2. Australian Dangerous Goods Code j.3. Dangerous goods and hazardous substances j.4. Environment Protection Legislation j.5. Traffic Acts j.6. Load restraint guide j.7. Standards and certification requirements k. Quality assurance procedures l. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Includes all substances identified as dangerous as specified in the Australian Code for the Transport of Dangerous Goods by Road and Rail (current edition) and applies to the packaging of dangerous goods that are not in bulk exempting those goods identified as consumer commodity loads. b. Load restraint systems are in accordance with the National Load Restraint Guide c. Vehicle refers to all applicable transportation modes d. Safety equipment on vehicle may include: fire extinguishers, portable warning devices, eye wash kit e. Shipping documentation includes: Initial Emergency Response Guide, Emergency Procedure Guide and descriptions for dangerous good (i.e. class, shipping name, UN number etc) f. Relevant Australian Standards include: AS 1216, AS 1678.X1.X2, AS 2400.21, AS 2931.

Evidence Guide

PREPARE FOR THE TRANSPORT OF PACKAGED DANGEROUS GOODS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. assess operational suitability of equipment and vehicles pertinent to dangerous goods transportation</p> <p>a.2. estimate weight and dimensions of load and any special requirements</p> <p>a.3. select appropriate equipment and work systems</p> <p>a.4. communicate effectively in writing and respond to telephone and verbal inquiries</p> <p>a.5. identify job and site hazards and plan work to minimise risks</p> <p>a.6. determine (any) required permits</p> <p>a.7. use appropriate communication strategies and equipment</p> <p>a.8. locate, interpret and apply relevant information</p> <p>a.9. maintain enterprise records and documentation</p> <p>a.10. identify and safely handle equipment and goods, apply hierarchy of control</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function. Such units may include plan and navigate routes</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</p> <p>a.2. implications of OHS/OSH legislation and codes of practice</p> <p>a.3. permit and licence requirements</p> <p>a.4. handling procedures for dangerous goods</p> <p>a.5. application of relevant sections of ADG Code and Australian Standards</p> <p>a.6. characteristics of and hazards associated with different classes of dangerous goods</p> <p>a.7. prioritising work and co-ordinating self in relation to activities</p> <p>a.8. enterprise work procedures</p> <p>a.9. focus of operation of work systems and equipment</p> <p>a.10. application of relevant agreements, codes of practice or other legislative requirements</p> <p>a.11. identification and correct use of equipment, processes and procedures</p> <p>a.12. planning own work including predicting consequences and identifying improvements</p> <p>a.13. use of PPE and fire protection equipment</p> <p>a.14. procedures to be followed in case of an emergency/incident</p>
4. Resource implications	<p>a. Access to relevant documentation including dangerous goods regulations, codes of practice, enterprise procedures, route plans, emergency information and procedures and shipping documentation.</p> <p>b. Access to appropriate vehicle(s), packaged dangerous goods (real or simulated) and emergency equipment.</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the safe use of machinery and equipment</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	2	2	2

Unit TDT D28 98A PREPARE FOR THE TRANSPORT OF DANGEROUS GOODS IN BULK

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to assess the proposed transportation of dangerous goods that are in bulk. The operator of the vehicle/wagon/mode may be required to be licensed in accordance with the Road Transport Reform (Dangerous Goods) Regulations and/or other statutory requirements

ELEMENT	PERFORMANCE CRITERIA
1. Assess suitability of transport mode for intended load	<ul style="list-style-type: none"> a. Transport mode is assessed for suitability and appropriateness to carry designated dangerous goods including classification, certification of vehicle and fittings, compatibility, securing and shut-off mechanisms, control systems, mass, configuration, general condition and compliance with load switching procedures b. License and insurance requirements (where relevant) are checked for conformity with the Australian Code for the Transport of Dangerous Goods by Road and Rail and/or other applicable regulatory requirements c. Attachment system is checked for serviceability and appropriateness to secure intended load (where relevant) d. Vehicle is checked to ensure that it is correctly and clearly placarded for the load being carried
2. Check bulk dangerous goods load	<ul style="list-style-type: none"> a. Load is checked to ensure ullage and or maximum permitted capacity complies with ADG code b. Load is checked against manifest to ensure that dangerous goods are correctly marked and placards clearly visible c. Load is checked for compatibility or, in combination transport modes, is checked for appropriate segregation in accordance with regulatory requirements d. Shipping documentation is located in cabin in accordance with regulatory requirements
3. Identify and follow emergency procedures and equipment	<ul style="list-style-type: none"> a. Emergency information is located in cabin in accordance with ADG Code requirements b. Relevant codes and enterprise procedures for an incident/accident are followed including notification of relevant personnel and authorities and where appropriate, use of equipment for containment, clean up or recovery c. Personnel protective equipment and safety equipment are checked for compliance with relevant legislation
4. Evaluate documented route plan	<ul style="list-style-type: none"> a. Regulatory and enterprise procedures for driving, parking, loading and unloading are identified including actions for disengaging and/or securing the vehicle b. Regulatory and enterprise procedures for breakdown are noted
5. Complete assessment process	<ul style="list-style-type: none"> a. Discrepancies in assessment process are noted and reported in accordance with enterprise procedures for consideration and/or rectification

Range of Variables

PREPARE FOR THE TRANSPORT OF DANGEROUS GOODS IN BULK

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the bulk transport and handling of dangerous goods in the Transport and Distribution industry b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. hazardous or dangerous materials f.2. contamination of, or from, materials being handled f.3. noise, light, energy sources f.4. stationary and moving machinery, parts or components f.5. service lines f.6. spills, leakages, ruptures f.7. dust/vapours g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment h. Requirements for work may include: <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. use of safety and personal protection equipment h.3. communications equipment h.4. specialised lifting and/or handling equipment h.5. incident/accident breakdown procedures h.6. additional gear and equipment h.7. noise restrictions h.8. hours of operation h.9. authorities and permits i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, potential customers and existing clients i.3. management and union representatives i.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff
2. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals, job specifications and procedures and induction documentation c. Competency standards and training materials d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets e. Workplace operating procedures and policies f. Supplier and/or client instructions g. Australian Dangerous Goods Code h. Australian and International standards, criteria and certification requirements i. Communications technology equipment, oral, aural or signed communications j. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> j.1. workplace agreements and awards j.2. occupational health & safety procedures k. Applicable State, Territory, Commonwealth legislative framework concerning: <ul style="list-style-type: none"> k.1. Occupational Health & Safety k.2. Dangerous goods and hazardous substances k.3. Environment Protection k.4. Traffic Acts l. Standards and certification requirements m. Quality assurance procedures n. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Requirements for preparation of bulk dangerous goods for transport may include: <ul style="list-style-type: none"> a.1. identification of dangerous goods a.2. suitability of tank or container for task a.3. placarding and marking a.4. transportation requirements and restrictions a.5. requirements for transport in differing environments a.6. emergency information panels a.7. protective equipment a.8. load securing systems a.9. communications equipment a.10. segregation and stowage requirements a.11. compatibility of various substances a.12. Includes all bulk containers b. Safety equipment on vehicle may include: fire extinguishers, portable warning devices, eye wash kit and gas detectors c. Relevant Australian Standards includes: AS 2809.1-6, AS 2931 d. Shipping documentation includes: Initial Emergency Response Guide, Emergency Procedure Guide and descriptions for dangerous good (i.e. class, shipping name, UN number etc)

Evidence Guide

PREPARE FOR THE TRANSPORT OF DANGEROUS GOODS IN BULK

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. determine operational suitability of equipment and vehicles/transport modes for dangerous goods transportation</p> <p>a.2. apply relevant regulatory requirements for the transport of dangerous goods in bulk</p> <p>a.3. assess implications of inaccurate marking and placarding</p> <p>a.4. select appropriate equipment and work systems</p> <p>a.5. identify job and site hazards and plan work to minimise risks</p> <p>a.6. determine (any) required permits</p> <p>a.7. use appropriate communication strategies and equipment</p> <p>a.8. locate, interpret and apply relevant information</p> <p>a.9. maintain enterprise records and documentation</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. interpretation of relevant dangerous goods codes and regulations</p> <p>a.2. safety hazards and control mechanisms</p> <p>a.3. equipment applications, capacities, configurations, safety hazards and control mechanisms</p> <p>a.4. implications of OHS/OSH legislation and codes of practice</p> <p>a.5. vehicle marking/placarding requirements</p> <p>a.6. permit and licence requirements</p> <p>a.7. compatibility and handling procedures for different types of dangerous goods</p> <p>a.8. prioritising work and co-ordinating self in relation to activities</p> <p>a.9. enterprise work procedures</p> <p>a.10. focus of operation of work systems and equipment</p> <p>a.11. application of relevant agreements, codes of practice or other legislative requirements</p> <p>a.12. identification and correct use of equipment, processes and procedures</p> <p>a.13. planning own work including predicting consequences and identifying improvements</p> <p>a.14. use of PPE and fire protection equipment</p> <p>a.15. procedures to be followed in case of an emergency/incident</p>
4. Resource implications	<p>a. Access to relevant documentation including dangerous goods regulations, codes of practice, manifests, shipping documentation, enterprise procedures, route plans, emergency information and procedures.</p> <p>b. Access to appropriate vehicles, loading equipment, dangerous goods in bulk (real or simulated) and emergency equipment</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the safe use of machinery and equipment</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	2	2	3	2

Unit TDT D29 98A PREPARE ARTICLES FOR DELIVERY

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to organise articles for delivery

ELEMENT	PERFORMANCE CRITERIA
Check and organise articles for delivery	<ul style="list-style-type: none"> a. Articles are inspected to ensure that <ul style="list-style-type: none"> a.1. address details are complete a.2. correct postage is paid for the size, weight and type of article a.3. the packaging of articles is secure to prevent loss or damage of contents during delivery b. Articles for delivery are sorted into groups according to: <ul style="list-style-type: none"> b.1. address and delivery run b.2. the type of article or postage delivery paid b.3. the priority of delivery b.4. workplace procedures/practices c. Articles which cannot be delivered due to defects or other mitigating factors are sorted and dealt with in accordance with workplace procedures d. Processing of articles is monitored to ensure a secure and effective workflow
Store articles for delivery	<ul style="list-style-type: none"> 1. Appropriate manual handling practices are used to shift and sort articles 2. Groups of articles for delivery are stored in appropriate areas and clearly identified for delivery type and run 3. Security requirements and activities to ensure appropriate access to stored articles are followed in accordance with workplace procedures
Maintain records	<ul style="list-style-type: none"> 1. Required records and/or notices for registered mail, classified mail, parcels and defective mail articles are completed in accordance with workplace procedures 2. Records are stored in accordance with workplace procedures

Range Of Variables

PREPARE ARTICLES FOR DELIVERY

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work of couriers for the delivery of products, documents and materials b. Work normally performed under generally indirect supervision c. Customers may be internal or external d. Operations conducted day or night, on or off base site e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. uneven ground, steps, road surfaces e.3. dust and vapours e.4. hazardous or dangerous materials e.5. humidity, air temperature and radiant heat e.6. light including UV e.7. noise f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. other employees and supervisors f.3. management f.4. union representatives f.5. industrial relations, Occupational Health and Safety specialists f.6. other professional or technical staff
2. Sources of information / documents may include but are not limited to:	<ul style="list-style-type: none"> a. Operations manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications f. HAZCHEM codes and dangerous/hazardous goods g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. Workplace Relations Act(s) m.3. Workers Compensation m.4. Licensing requirements for driving and carrying particular classes of goods m.5. Dangerous goods m.6. Environment Protection Legislation m.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation m.8. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> 1. Articles for delivery may include letters, parcels, post packs

Evidence Guide

PREPARE ARTICLES FOR DELIVERY

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select appropriate methods to secure mail a.2. communicate effectively in writing a.3. respond appropriately to telephone and verbal inquiries a.4. identify hazards associated with the mail a.5. use appropriate communication strategies and equipment a.6. locate, interpret and apply relevant information a.7. maintain workplace records and documentation a.8. identify and safely handle equipment and goods a.9. apply hierarchy of control a.10. use, where necessary, safety precautions appropriate to the task
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. implications of Occupational Health & Safety legislation and codes of practice a.2. operational procedures for sorting and storing mail a.3. mail legislative requirements and workplace policies and procedures a.4. application of relevant agreements, codes of practice or other legislative requirements a.5. identification and correct use of equipment, processes and procedures a.6. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Articles for delivery, work area and operating procedures</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Maintains confidentiality of customers, clients and materials carried c. Modifies work practices to cater for variations in workplace contexts and environments d. Work consistently shows articles to be accurately sorted and stored e. Effectively negotiates to resolve issues and problems f. Uses organisational structures effectively to complete work operations g. Demonstrates consistency of performance over a period of time and in a range of contexts h. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> i. codes of practice, hazard policies and procedures j. issue resolution procedures k. job procedures and work instructions l. guidelines relating to the safe use of equipment m. quality assurance procedures (where existing) n. security procedures o. housekeeping processes p. waste, pollution and recycling management processes q. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures r. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

Unit TDT D30 98A SUPERVISE MOBILE CRANE OPERATIONS

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to supervise work and personnel during mobile crane operations and provide resolutions to problems reported during the course of the job

ELEMENT	PERFORMANCE CRITERIA
1. Implement operational plan	<ul style="list-style-type: none"> a. Checks are made that customer has fulfilled agreed obligations and required personnel and equipment are on site b. Plan is implemented in accordance with legislative and company requirements c. Check is made that hazards have been identified and hazard control strategies implemented
2. Direct operations	<ul style="list-style-type: none"> a. Customer is kept advised of any changes to operation method and any concerns are addressed promptly b. Crane personnel are encouraged to provide input to the operation c. In the event of unanticipated situations, alternative options are developed and discussed with site and crane personnel d. Emergency situations are responded to in line with company procedures in a manner that minimises risk of to personnel and equipment e. Responsibilities of all personnel are clarified throughout operation f. Crane personnel are coordinated and directed to ensure safe and efficient operation
3. Support crane personnel	<ul style="list-style-type: none"> a. Assistance with rigging/operating duties is provided as necessary within legislative and site requirements b. Additional equipment and personnel are arranged as necessary in line with legislative requirements c. Facilities and amenities are arranged as necessary
4. Resolve site problems on request	<ul style="list-style-type: none"> a. Problem is clarified as far as possible prior to site visit to enable prioritising of work b. Problem is assessed through on site consultation with crane personnel c. Customers perspective on the problem is sought where relevant d. Decision is made regarding appropriate alternative solutions to problem taking into account safety and company requirements and customer expectations e. Action to be taken is agreed with crane personnel and customer f. Agreed commitments are met in a timely manner and undertakings of others followed up to ensure personnel and customer satisfaction with the outcome g. Required company records are updated accurately, legibly and promptly

Range Of Variables

SUPERVISE MOBILE CRANE OPERATIONS

VARIABLE	SCOPE		
1. Workplace context	<ul style="list-style-type: none"> a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night and in a variety of weather conditions e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment 		
2. Job role context	<table border="1"> <tr> <td> <ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment </td> <td> <ul style="list-style-type: none"> a.9. slings, chains, nets, brackets and other specialised lifting equipment a.10. noise restrictions b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives b.4. clients b.5. industrial relations, Occupational Health and Safety specialists b.6. other professional or technical staff </td> </tr> </table>	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment 	<ul style="list-style-type: none"> a.9. slings, chains, nets, brackets and other specialised lifting equipment a.10. noise restrictions b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives b.4. clients b.5. industrial relations, Occupational Health and Safety specialists b.6. other professional or technical staff
<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment 	<ul style="list-style-type: none"> a.9. slings, chains, nets, brackets and other specialised lifting equipment a.10. noise restrictions b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives b.4. clients b.5. industrial relations, Occupational Health and Safety specialists b.6. other professional or technical staff 		
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals including load charts and crane and rigging manuals c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Personal and work area work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. Workplace Relations Act(s) m.3. License requirements m.4. Environment Protection Legislation m.5. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation m.6. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures 		
4. Unit specific factors	<ul style="list-style-type: none"> a. Mobile crane operations supervised include set up, access and lift requirements of customers 		

Evidence Guide

SUPERVISE MOBILE CRANE OPERATIONS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. provide advice and instruction a.2. control on street safety a.3. communicate effectively in writing and respond to telephone and verbal inquiries a.4. identify job and site hazards a.5. determine required permits a.6. use appropriate communication strategies and equipment a.7. locate, interpret and apply relevant information a.8. maintain company records and documentation a.9. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of Units	<p>a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for crane crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Operating site and supervisory personnel</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes e.8. waste, pollution and recycling management processes f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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3	3	3	3	3	3	3
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Unit TDT D31 98A RIG LOAD

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to prepare and rig for the movement/transfer of all types of loads

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for transfer of load	<ul style="list-style-type: none">a. Working area is prepared and maintained in accordance with national standards and safety codes and site operating proceduresb. Unsafe work practices and or faulty equipment is reported in accordance with company proceduresc. Correct personnel protective equipment is identified and worn
2. Assess lifting requirements	<ul style="list-style-type: none">a. Work operations plan is examined and requirements for the lift identified including job method and sequence, control measures and safety proceduresb. Co-ordination requirements with other site personnel are confirmedc. The mass, dimensions and centre of gravity of the load are determinedd. Appropriate lifting gear/equipment/packing, including slings, ropes, shackles, eye bolts, spreaders etc. is selected (from safety charts and SWL/WLL tags), assembled and checked for serviceabilitye. Damaged or worn items are tagged, rejected and reported to appropriate personnel for follow-up action
3. Secure load	<ul style="list-style-type: none">a. Lifting/anchorage points are correctly identifiedb. Lifting gear/equipment/packing is connected to the load and load secured to lifting device in accordance with company and manufacturers specifications, guidelines and regulatory requirementsc. Load is lifted and suspended off the lifting plane and checked to ensure it is appropriately rigged and securedd. Corrective action is undertaken where preliminary lift assessment reveals unacceptable operational situatione. Tag lines are fixed to load in accordance with work operation plan and/or, in consultation with other personnel, where required due to wind conditions and site hazards/obstacles
4. Detach Load	<ul style="list-style-type: none">a. Slings attachments are released from load ensuring no injury to personnel or damage to machinery or load in accordance with national standards, safety codes and site operating proceduresb. Damage to load/site is identified and reported in accordance with company proceduresc. Lifting gear/equipment/packing is maintained and stored in accordance with company and manufacturers specifications, guidelines and regulatory requirements

Range Of Variables

RIG LOAD

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night and in a variety of weather conditions e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
2. Job role context	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment a.9. slings, chains, blocks, nets, brackets, tilters and other specialised lifting equipment a.10. noise restrictions b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives b.4. clients b.5. industrial relations, Occupational Health and Safety specialists b.6. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals including load charts and crane and rigging manuals c. Lifting gear safety charts d. Induction documentation e. Competency standards and training materials f. Job specifications and procedures g. Manufacturer's specifications h. Workplace operating procedures and policies i. Supplier and/or client instructions j. Materials safety data sheets k. Communications technology equipment, oral, aural or signed communications l. Personal and work area work procedures and practices m. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> m.1. workplace agreements and awards m.2. occupational health & safety procedures n. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> n.1. Occupational Health & Safety regulations and legislation n.2. License requirements n.3. Traffic Acts o. Standards and certification requirements p. Quality assurance procedures q. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Loads to be shifted are rigged and secured in accordance with workplace and regulatory standards/codes of practice

Evidence Guide

RIG LOAD

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. ascertain weight and dimensions of load and radius requirements and COG a.2. select appropriate lifting equipment a.3. identify job and site hazards a.4. use appropriate communication strategies and equipment a.5. locate, interpret and apply relevant information a.6. maintain company records and documentation a.7. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of Units	a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for crane crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements a.11. requirements for Safe Working Load (SWL) or Working Load Limit (WLL)
4. Resource implications	a. Range of lifting slings, ropes, cables etc.
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes e.8. waste, pollution and recycling management processes f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	a. Assessment may occur on the job or in a simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

Skills and knowledge required to undertake work (excluding demolition work) which is specialised in terms of job and equipment requirements, the qualities of the load, or the locations of the operations

ELEMENT	PERFORMANCE CRITERIA
1. Inspect site	<ul style="list-style-type: none"> a. Site is inspected as required with other relevant personnel to assess job requirements b. All necessary parameters are measured to ensure accuracy of calculations c. Hazards are identified through inspection of site and load d. Additional information regarding load and possible hazards is sought from customer and expert personnel e. Special site requirements are identified
2. Plan the lift	<ul style="list-style-type: none"> a. Operation plan is developed in consultation with other relevant personnel to include hazard prevention/control measures in line with company procedures, applicable Australian Standards and codes of practice b. Where required, approval to carry out lift is obtained from the appropriate statutory authority c. Multiple crane lifts are planned (as applicable) to encompass: the determination of the types of cranes suitable for use and an assessment of the share of the load to be carried by each crane d. Crane's load chart is interpreted and information on permissible loads, radii, weights, boom and jib taken into account in planning the job e. Safe Working Load (SWL) or Working Load Limit (WLL) is calculated f. Appropriate drawings and simulations are created to check feasibility of planned operations g. Information from previous lifts are used in developing the operational plan h. A range of different alternatives is considered to ensure effective and safe lift i. Unsolicited, irrelevant information is disregarded to focus on the task at hand j. Need for additional/specialised equipment is ascertained and arrangements made for collection/delivery to site k. Communication system is determined and all team members are briefed on its use in conducting lift
3. Set up lift	<ul style="list-style-type: none"> a. Site measurements are checked to verify accuracy b. Operating and emergency controls are checked to ensure the crane is in safe working order c. Appropriate personal protective equipment is selected and worn in accordance with manufacturers specifications and site requirements d. Site is isolated as necessary and, when required, assistance sought to ensure public safety e. Other personnel on site are directed as necessary to ensure risks to personnel and equipment are minimised f. Variables which affect the predictability of the operation are eliminated wherever possible
4. Work effectively in team	<ul style="list-style-type: none"> a. The advice of all team members is sought in developing the operational plan b. Ideas are discussed and evaluated with team members to determine viability and reach consensus on an effective plan c. Individual roles and responsibilities are clarified and agreed d. Other team members are assisted as necessary to ensure the operation can be completed safely and efficiently
5. Lift and move load	<ul style="list-style-type: none"> a. Nominated authorised person is recognised as being in control and instructions are followed b. Test runs are conducted as necessary to ensure a safe lift c. Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian Standard d. Danger is anticipated by monitoring of crane and load, and instruction to stop operation given where there are any concerns the lift is not proceeding as planned e. Potential impact of change in one area of operation on the lift as a whole is recognised f. In the event of unanticipated situations contribution is made to developing alternative operational plan
6. Follow up on job	<ul style="list-style-type: none"> a. Specialised equipment is checked and re-stored in accordance with company procedures b. Operation is reviewed in consultation with relevant personnel and contribution made to recommendations for review of procedures where appropriate c. Need for further after job debriefing or counselling is recognised and appropriate action taken d. Records are completed promptly in line with company procedures

Range Of Variables

PLAN AND CONDUCT SPECIALISED LIFT

VARIABLE	SCOPE		
1. Workplace context	<p>a. This Unit may include work in the construction, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors and covers a range of specialised lifts including:</p> <p>a.1. large surface areas-pools, tilt up panels, drive in movie screens, tree removal and replacement, bridge beams, multiple crane lifts, passing loads to other cranes, tailing out of loads, turning loads over, lifting high value goods, recovery work, specialised operations-drag lines, clam shell, pile driving, barge work, work involving work box duties</p> <p>b. Work normally performed under general supervision</p> <p>c. Customers may be internal or external</p> <p>d. Operations conducted day or night and in a variety of weather conditions</p> <p>e. Environment may include movement of equipment, goods, materials and vehicular traffic</p> <p>f. Hazards may include:</p> <p>f.1. power lines</p> <p>f.2. noise, light, energy sources</p> <p>f.3. overhead service lines</p> <p>f.4. surrounding buildings, structures, facilities</p> <p>f.5. underground services</p> <p>f.6. obstructions</p> <p>f.7. uneven or unstable ground and recently filled trenches</p> <p>f.8. stationary and moving machinery and equipment</p> <p>f.9. hazardous or dangerous materials</p> <p>f.10. traffic hazards and congestion</p>		
2. Job role context	<table border="1"> <tr> <td> <p>a. Requirements for access and /or lift may include:</p> <p>a.1. site restrictions and procedures</p> <p>a.2. personal protection equipment</p> <p>a.3. authorities and permits</p> <p>a.4. support trucks</p> <p>a.5. hours of operation</p> <p>a.6. additional gear and equipment</p> <p>a.7. induction</p> <p>a.8. communications equipment</p> </td> <td> <p>a.9. slings, chains, nets, brackets and other specialised lifting equipment</p> <p>a.10. noise restrictions</p> <p>b. Consultative processes may involve:</p> <p>b.1. other employees and supervisors</p> <p>b.2. management</p> <p>b.3. union representatives</p> <p>b.4. clients</p> <p>b.5. industrial relations, Occupational Health and Safety specialists</p> <p>b.6. other professional or technical staff</p> </td> </tr> </table>	<p>a. Requirements for access and /or lift may include:</p> <p>a.1. site restrictions and procedures</p> <p>a.2. personal protection equipment</p> <p>a.3. authorities and permits</p> <p>a.4. support trucks</p> <p>a.5. hours of operation</p> <p>a.6. additional gear and equipment</p> <p>a.7. induction</p> <p>a.8. communications equipment</p>	<p>a.9. slings, chains, nets, brackets and other specialised lifting equipment</p> <p>a.10. noise restrictions</p> <p>b. Consultative processes may involve:</p> <p>b.1. other employees and supervisors</p> <p>b.2. management</p> <p>b.3. union representatives</p> <p>b.4. clients</p> <p>b.5. industrial relations, Occupational Health and Safety specialists</p> <p>b.6. other professional or technical staff</p>
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3. Sources of information / documents may include:	<p>a. Safe Working Load (SWL) and Working Load Limit (WLL)</p> <p>b. Operations manuals including load charts and crane and rigging manuals</p> <p>c. Induction documentation</p> <p>d. Competency standards and training materials</p> <p>e. Job specifications and procedures</p> <p>f. Manufacturer's specifications</p> <p>g. Workplace operating procedures and policies</p> <p>h. Supplier and/or client instructions</p> <p>i. Materials safety data sheets</p> <p>j. Communications technology equipment, oral, aural or signed communications</p> <p>k. Personal and work area work procedures and practices</p> <p>l. Conditions of service, legislation and industrial agreements including:</p> <p>l.1. workplace agreements and awards</p> <p>l.2. occupational health & safety procedures</p> <p>m. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to:</p> <p>m.1. Occupational Health & Safety regulations and legislation</p> <p>m.2. License requirements</p> <p>m.3. Traffic Acts</p> <p>n. Standards and certification requirements</p> <p>o. Quality assurance procedures</p> <p>p. Emergency procedures</p>		
4. Unit specific factors	<p>a. Specialised lifts include:</p> <p>a.1. large surface areas-pools, tilt up panels, drive in movie screens, tree removal and replacement, bridge beams, multiple crane lifts, passing loads to other cranes, tailing out of loads, turning loads over, lifting high value goods, recovery work, specialised operations-drag lines, clam shell, pile driving, barge work, work involving work box duties</p>		

Evidence Guide

PLAN AND CONDUCT SPECIALISED LIFT

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. co-ordinate lifts a.2. recognise requirements of specialised lifts a.3. control on street safety a.4. ascertain weight and dimensions of load and radius requirements and COG a.5. select appropriate crane size and type a.6. communicate effectively in writing and respond to telephone and verbal inquiries a.7. identify job and site hazards a.8. determine required permits a.9. use appropriate communication strategies and equipment a.10. locate, interpret and apply relevant information a.11. maintain company records and documentation a.12. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function. A pre-requisite for this unit is Plan job and set up work area.</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and license requirements a.4. operational procedures for crane crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Specialised lift requirement, equipment suitable for lift. Access to computer simulation may be applicable</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes e.8. waste, pollution and recycling management processes f. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures g. Demonstrates consistency of performance over a period of time and in a range of contexts h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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TDT D33 98A OPERATE A VEHICLE SELF LOADING CRANE

Field D Load Handling

DESCRIPTION:

Skills and knowledge to operate a vehicle self loading crane

ELEMENT	PERFORMANCE CRITERIA
1. Position and stabilise crane	<ul style="list-style-type: none"> a. Crane is driven to position as per job plan to ensure safe operation in accordance with applicable Australian Standards, codes of practice, manufacturers specifications and, where applicable, regulatory and local government requirements b. Where appropriate, barriers, fencing, temporary boundaries, signage and the like are used to isolate working area in accordance with safe working practice and lift requirements c. Ground is checked to ensure it is firm enough to bear the load d. Appropriate plates or packing are correctly used to adequately distribute the load e. Any outriggers and stabilisers are correctly deployed and positioned in accordance with manufacturers instructions and the appropriate Australian Standard and other relevant statutory regulations or local authority requirements f. Outrigger packing is checked for adequacy prior to and after load is taken
2. Operate vehicle mounted crane	<ul style="list-style-type: none"> a. Planned hazard control strategies are implemented b. Required signals are correctly given, interpreted and followed in accordance with appropriate Australian Standards c. Load mass is assessed and correlated with lifting capacity of crane throughout proposed radii of operation d. Appropriate lifting gear is selected and load secured e. Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian Standard f. Crane controls are operated smoothly g. Crane is shut down and secured during periods of non-operation according to manufacturer's specifications and company procedures
3. Monitor lift conditions	<ul style="list-style-type: none"> a. Load is constantly monitored to ensure load and structural stability b. Conditions which may affect the continuing stability of the crane are identified and monitored c. Unplanned situations are responded to in line with company procedures in a manner that minimizes risk to personnel and equipment d. Advice is sought from supervisor where there is doubt about correct response to unanticipated conditions, or conflict with customer request e. Supervisor/allocator is advised of any concern about completing the job within timeframe
4. Implement shut down procedures	<ul style="list-style-type: none"> a. The relevant motion locks and brakes are applied b. Crane is shut down using the correct sequence of procedures in accordance with manufacturers specifications and company procedures c. Routine post operational equipment checks are carried out in accordance with manufacturers specifications
5. Pack up crane	<ul style="list-style-type: none"> a. All lifting equipment and crane components are checked for any signs of deterioration or damage in accordance with the appropriate Australian Standard b. Damaged or worn equipment is segregated and reported to an authorized person for testing/repair/destruction c. Crane equipment is correctly stowed and secured in accordance with manufacturers instructions and the appropriate Australian Standard d. Crane is immobilized and secured for travel in accordance with manufacturers instructions, company guidelines and regulatory requirements
6. Complete job records	<ul style="list-style-type: none"> a. Customer feedback is sought regarding satisfaction with the completed job and any areas of concern reported according to company procedures b. Customer's signature on job completion documentation is obtained c. Required company records are updated accurately and promptly and processed according to company procedures

Range Of Variables

OPERATE A VEHICLE SELF LOADING CRANE

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
2. Job role context	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment a.9. noise restrictions a.10. slings, chains, nets, brackets and other specialised lifting equipment b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. clients b.4. union representatives b.5. industrial relations, Occupational Health and Safety specialists b.6. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Personal and work area work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. This unit covers the various configurations and attachments of vehicle self loading cranes

Evidence Guide

OPERATE VEHICLE SELF LOADING CRANE

1. Critical aspects of evidence to be considered	<p>b. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> b.1. erection / arrangement of work site safety barriers and fencing b.2. estimate weight and dimensions of load and radius requirements b.3. select appropriate crane size and type b.4. identify job and site hazards b.5. use appropriate communication strategies and equipment b.6. locate, interpret and apply relevant information b.7. maintain company records and documentation b.8. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function. Pre-requisites for this unit are Plan job and set up work area and Rig Crane for Transfer.</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for crane crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Access to vehicle self loading crane, work site, job requirements.</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Demonstrates consistency of performance over a period of time and in a range of contexts f. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> f.1. codes of practice, hazard policies and procedures f.2. issue resolution procedures f.3. job procedures and work instructions f.4. guidelines relating to the safe use of machinery and equipment f.5. quality assurance procedures (where existing) f.6. security procedures f.7. housekeeping processes f.8. waste, pollution and recycling management processes g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

TDT D34 98A OPERATE A MOBILE CRANE ON A DEMOLITION SITE

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to operate a mobile crane for demolition work
The Unit applicable to the size of crane to be used, is a pre-requisite to this Unit

ELEMENT	PERFORMANCE CRITERIA
1. Plan and prepare for dismantling operation	<ul style="list-style-type: none"> a. Access and walking area are surveyed for hazards, including specific demolition site ground hazards and elimination or control measures implemented b. Weight of load is estimated through measurement and calculation c. Structural integrity of load to be lifted is assessed and taken into account in planning the operation d. A range of alternatives for slinging the load are considered in consultation with relevant personnel taking into consideration all probable factors e. Risk management strategy is developed providing adequate safety margins f. Possible implication of load contingencies are considered and plans developed to deal with each contingency g. Operational plan is developed to include risk management strategies and contingency plans in line with applicable Australian Standards and codes of practice h. Area is cleared of non-required personnel, distractions controlled, and site isolated as necessary i. Risk of operation is explained to customer, liability explained and indemnity signed according to company procedures
2. Demolish structure	<ul style="list-style-type: none"> a. Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian Standard b. Detailed information is shared with other crane personnel throughout the lift c. Crane and load are carefully monitored throughout the lift so that problems can be anticipated and contingency plans effectively implemented if necessary d. If load exceeds given weight, alternative methods of freeing the load are considered and agreed in consultation with relevant personnel

Range Of Variables

OPERATE A MOBILE CRANE ON A DEMOLITION SITE

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night and in a variety of weather conditions e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
2. Job role context	<ul style="list-style-type: none"> a. Consultative processes may involve: <ul style="list-style-type: none"> a.1. other employees and supervisors a.2. management a.3. union representatives a.4. clients a.5. industrial relations, Occupational Health and Safety specialists a.6. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals including load charts and crane and rigging manuals c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Personal and work area work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment a.9. slings, chains, nets, brackets and other specialised lifting equipment a.10. noise restrictions

Evidence Guide

OPERATE A MOBILE CRANE ON A DEMOLITION SITE

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. Identify alternative strategies for situations a.2. control on street and site safety a.3. ascertain weight and dimensions of load and radius requirements and COG a.4. select appropriate crane size and type a.5. communicate effectively in writing and respond to telephone and verbal inquiries a.6. identify job and site hazards a.7. determine required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain company records and documentation a.11. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of Units	a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function. Pre-requisites for this unit are Plan job and set up work area and Lift and move load using mobile crane (unit applicable to the tonnage rate of crane to be used)
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for crane crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	a. Demolition site and mobile crane of appropriate size for the task
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes e.8. waste, pollution and recycling management processes f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	a. Assessment may occur on the job or in a simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT D35 98A OPERATE A BOOM TYPE ELEVATING WORK PLATFORM

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to operate a boom type elevating work platform in the context of mobile crane operations

ELEMENT

PERFORMANCE CRITERIA

<p>1. Inspect and test elevating work platform</p>	<p>a. Work platform is visually inspected prior to operation for any evidence of damage, structural weakness or interference according to pre-operational safety check procedures</p> <p>b. Routine pre-operational equipment checks are carried out in accordance with available checklists</p> <p>c. Work platform log book is checked, service requirements are noted and maintenance personnel advised of any requirements</p> <p>d. Elevating work platform is started in accordance with manufacturers guidelines and start-up procedures for operations and any abnormal noise or movement reported to an authorised person for corrective action</p> <p>e. After start-up checks are conducted according to manufacturers specifications and company procedures to ensure work platform and equipment are operating correctly</p> <p>f. Faults are corrected or are reported to an authorised person for corrective action according to company procedures</p> <p>g. The operating and emergency controls are checked for correct operation in accordance with manufacturers specifications including use of the emergency decent device</p> <p>h. Boom is lowered under simulated emergency conditions to check for operational effectiveness</p> <p>i. Gear and accessories are checked and damaged or worn gear is segregated and reported to an authorised person for testing/repair destruction</p> <p>j. Results of inspections are recorded and reported according to company procedures</p>
<p>2. Assess job requirements and work</p>	<p>a. Briefing, hand-over details, authorisations and clearances are received, interpreted and clarified in accordance with company and site procedures and legislative requirements</p> <p>b. Work area is inspected and potential hazards are identified and appropriate elimination or control measures selected</p> <p>c. Weight of load including personnel and equipment is correctly estimated to ensure job is within limits of work platform capacity</p>
<p>3. Plan work and set up for lift</p>	<p>a. A workplan is developed and agreed with relevant workplace personnel to include hazard prevention/control measures and safety and emergency procedures in line with applicable Australian Standards</p> <p>b. A suitable firm and level standing is chosen and prepared for the location of the elevating work platform</p> <p>c. Outriggers and stabilisers are correctly deployed and positioned in accordance with manufactures instructions and appropriate Australian Standards</p> <p>d. Appropriate plates or packing are correctly used under the footplates as required to adequately distribute the loading</p> <p>e. Ground is checked before and after packing is installed to ensure it is firm enough to bear the load</p> <p>f. The job plan is developed to include hazard prevention/control measures and safety procedures in line with applicable Australian Standards and to equipment manufacturers specifications</p> <p>g. Work platform load chart is located and information on permissible loads, radii and heights taken into account in planning the job</p> <p>h. The job plan takes into account job requirements and workplace rules and procedures</p> <p>i. Job plan is discussed and confirmed with relevant personnel</p> <p>j. Work gear and tools are properly stowed in the elevating work platform in accordance with Australian Standards, company procedures and guides</p>
<p>4. Carry out elevation</p>	<p>a. Configuration and operation of elevating work platform are checked as necessary to ensure safe lift</p> <p>b. Operation of work platform is carried out in accordance with the job plan, the appropriate Australian Standard and manufacturer's specifications</p> <p>c. Planned hazard control & strategies are implemented</p> <p>d. Load is constantly monitored to ensure safety of personnel, load and structural stability</p> <p>e. Unplanned situations are responded to in line with company procedures in a manner that minimises risk to personnel and equipment</p> <p>f. Required signals are correctly given, interpreted and followed in accordance with appropriate Australian Standards</p>
<p>5. Pack up work platform</p>	<p>a. The elevating work platform is shut down using the correct sequence of procedures in accordance with manufactures instructions</p> <p>b. Routine post-operational equipment checks are carried out in accordance with manufacturer's instructions and available checklists and defects recorded and reported in line with company procedures</p> <p>c. The elevating work platform is dismantled in accordance with the job plan, manufactures instructions and relevant statutory regulations</p> <p>d. The outriggers and stabilisers are secured and stowed in accordance with manufactures instructions</p> <p>e. The elevating work platform is correctly stowed and secured in accordance with manufactures instructions and company procedures</p>

Range Of Variables

OPERATE BOOM TYPE ELEVATING WORK PLATFORM

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night and in a variety of weather conditions e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion
2. Job role context	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment a.9. slings, chains, nets, boxes, brackets and other specialised lifting equipment a.10. noise restrictions b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives b.4. clients b.5. industrial relations, Occupational Health and Safety specialists b.6. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals including load charts and crane and rigging manuals c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Personal and work area work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. License requirements m.3. Dangerous goods m.4. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Elevating platforms may be mechanically, hydraulically or electrically operated

Evidence Guide

OPERATE BOOM-TYPE ELEVATING WORK PLATFORM

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. operate boom type elevating platform a.2. control on street safety a.3. estimate weight and dimensions of load a.4. select appropriate platform size and type a.5. communicate effectively in writing and respond to telephone and verbal inquiries a.6. identify job and site hazards a.7. determine required permits a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain company records and documentation a.11. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of Units	<p>a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. elevating platform applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and license requirements a.4. operational procedures for platform crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Elevating work platform, work site</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes e.8. waste, pollution and recycling management processes f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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3	3	3	3	3	3	3
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Unit TDT D36 98A LIFT AND MOVE LOAD USING MOBILE CRANE UP TO AND INCLUDING 20 TONNE

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to operate a non-slewing and slewing mobile crane up to and including 20 tonne. Competence in this unit required demonstration on both a slewing and non-slewing crane

ELEMENT	PERFORMANCE CRITERIA
1. Operate mobile crane	<ul style="list-style-type: none"> a. Ascent and descent from crane uses means provided and is in accordance with codes of practice and guides b. Planned hazard control strategies are implemented c. Required signals are correctly given, interpreted and followed in accordance with appropriate Australian Standards d. Boom is positioned to ensure load to be lifted is plumbed under hook e. Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian Standard f. Crane controls are operated smoothly g. Where necessary, crane is mobilised according to manufactures specifications, appropriate Australian Standards, company procedures h. Crane is shut down and secured during periods of non-operation according to manufactures specifications and company procedures
2. Monitor lift conditions	<ul style="list-style-type: none"> a. Load is constantly monitored to ensure load and structural stability b. Conditions which may affect the continuing stability of the crane are identified and monitored c. Unplanned situations are responded to in line with company procedures in a manner that minimises risk to personnel and equipment d. Dogger is advised of any new information which affects the lift e. Any necessary changes to job plan are discussed and confirmed with rest of crew f. Advice is sought from supervisor where there is doubt about correct response to unanticipated conditions, or conflict with customer request g. Supervisor/allocator is advised of any concern about completing the job within timeframe
3. Implement shut down procedures	<ul style="list-style-type: none"> a. The relevant motion locks and brakes are applied b. Crane is shut down using the correct sequence of procedures in accordance with manufacturers specifications and company procedures c. Routine post operational equipment checks are carried out in accordance with manufacturers specifications
4. Pack up crane	<ul style="list-style-type: none"> a. Crane is de-rigged with other crane personnel in accordance with manufactures instructions b. All lifting equipment and crane components are checked in consultation with crane personnel for any signs of deterioration or damage in accordance with the appropriate Australian Standard c. Damaged or worn equipment is segregated and reported to an authorised person for testing/repair/destruction d. Crane and equipment are correctly stowed and secured in accordance with manufacturers instructions and the appropriate Australian Standard
5. Complete job records	<ul style="list-style-type: none"> a. Customer feedback is sought regarding satisfaction with the completed job and any areas of concern reported according to company procedures b. Customer's signature on job completion documentation is obtained c. Required company records are updated accurately and promptly and processed according to company procedures

Range Of Variables

LIFT AND MOVE LOAD USING MOBILE CRANE UP TO AND INCLUDING 20 TONNE

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night and in a variety of weather conditions e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
2. Job role context	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment a.9. slings, chains, nets, brackets and other specialised lifting equipment a.10. noise restrictions b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives clients b.4. industrial relations, Occupational Health and Safety specialists b.5. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals including load charts and crane and rigging manuals c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Personal and work area work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. Environment Protection Legislation m.3. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. This unit applies to mobile cranes less than 20 tonnes capacity. Competence in this unit requires demonstration on both a slewing and a non-slewing crane

Evidence Guide

LIFT AND MOVE LOAD USING MOBILE CRANE UP TO AND INCLUDING 20 TONNE

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. operate the mobile crane a.2. monitor the lift and identify problems a.3. control on street safety a.4. ascertain weight and dimensions of load and radius requirements and COG a.5. identify job and site hazards a.6. determine required permits a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information a.9. maintain company records and documentation a.10. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of Units	<p>a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function. A pre-requisite for this unit is Plan job and set up work area.</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for crane crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Mobile crane up to 20 tonne, job requirements</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes e.8. waste, pollution and recycling management processes f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	3	2	3	2

Unit TDT D40 98A CONTROL LIFT AND MOVEMENT OF LOAD

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to direct the movement of a load when the load is out of the crane operator's view

ELEMENT	PERFORMANCE CRITERIA
1. Provide lift instructions	<ul style="list-style-type: none">a. Load movement is performed in accordance with planned hazard prevention and control measures in line with appropriate Australian Standards, codes of practice, guides and manufacturers specificationsb. Agreed communication and signal methods are used to coordinate the load movement with safetyc. Verbal communication and signals are clear, precise and concise so that they can be understoodd. Instructions take into account all relevant parameters to ensure safe, stable and smooth lift
2. Monitor lift	<ul style="list-style-type: none">a. Load is constantly monitored to ensure it remains stableb. Load conditions which may affect the continuing stability are identified and monitoredc. Any temporary bracing and/or load support is maintained until continuing stability is ensuredd. Unplanned situations are responded to according to company procedures in a manner that minimises risk to personnel and equipmente. Site emergency procedures are followed
3. Place and secure load	<ul style="list-style-type: none">a. Appropriate materials for fixing and anchoring the load are checked and selected in line with manufacturers specificationsb. Appropriate fixing methods are used to secure the load in line with manufacturers specifications and guidesc. Temporary securing is installed where hazards and weather conditions may vary during the load movement

Range Of Variables

CONTROL LIFT AND MOVEMENT OF LOAD

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night and in a variety of weather conditions e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
2. Job role context	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment a.9. slings, chains, nets, brackets and other specialised lifting equipment a.10. noise restrictions b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives b.4. clients b.5. industrial relations, Occupational Health and Safety specialists b.6. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals including load charts and crane and rigging manuals c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Personal and work area work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. License requirements m.3. Environment Protection Legislation m.4. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Load movements include luffing, slewing, hoisting, telescoping boom

Evidence Guide

CONTROL LIFT AND MOVEMENT OF LOAD

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. use agreed signals in communication a.2. control loads with tag lines a.3. control on street safety a.4. ascertain weight and dimensions of load and radius requirements and COG a.5. identify job and site hazards a.6. use appropriate communication strategies and equipment a.7. locate, interpret and apply relevant information a.8. maintain company records and documentation a.9. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
2. Interdependent assessment of Units	a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for crane crews a.5. prioritising and multi-tasking work a.6. company work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	a. Load to be transferred, lift plan and agreed communication methods
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes e.8. waste, pollution and recycling management processes f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	a. Assessment may occur on the job or in a simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT D41 98A UNDERTAKE CASH IN TRANSIT LOADING AND UNLOADING IN AN UNSECURED ENVIRONMENT

Field D Load Handling

DESCRIPTION:

Skills and knowledge required to undertake the loading and unloading of goods within an unsecured environment

ELEMENT	PERFORMANCE CRITERIA
1. Select loading site	<ul style="list-style-type: none"> f. Plans of site access, exit points and key physical features are identified g. Site for consignment transfer is selected in accordance with security plan and with due regards for own safety, safety of security team, members of the public and consignment h. Loading site(s) is selected in consultation with customer and/or specific loading and unloading requirements are identified and assessed for accessibility and security i. Alternative loading sites are identified in accordance with enterprise operating procedures where pre-determined site is assessed as inappropriate j. Proposed changes to loading site(s) are relayed to branch and authorisation sought where required
2. Undertake load transfer	<ul style="list-style-type: none"> a. Permission to enter and exit loading area (where required) is obtained in accordance with enterprise procedures b. Security procedures, including positioning of personnel, travelling across public areas, carrying/ loading techniques are undertaken in accordance with operational plan c. Security systems are activated/deactivated as necessary in accordance with company procedures d. Contingency plans are identified and confirmed with other team members e. Security devices are activated at consignment in accordance with enterprise procedures f. The environment is constantly monitored to maintain a safe working environment g. Consignment is identified and details are verified and checked for conformity with manifest h. Non-conforming consignments are documented and reported in accordance with enterprise procedures i. Load characteristics are identified and considered when determining appropriate loading and unloading procedures j. Load characteristics are identified and considered when determining appropriate loading and unloading procedures k. Load handling demonstrates compliance with (any) loading regulations and enterprise safety requirements l. Consignment is delivered/stored and secured in accordance with operational plan and enterprise procedures
3. Complete transfer documentation	<ul style="list-style-type: none"> a. Details of consignment delivery are verified by client or client representative b. Transfer documentation is completed in accordance with enterprise procedures

Range Of Variables

UNDERTAKE CASH IN TRANSIT LOADING AND UNLOADING IN AN UNSECURED ENVIRONMENT

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work of transport and distribution personnel for the delivery of valuables, secured products, documents and materials b. Work performed under general or limited supervision c. Customers may be internal or external d. Operations conducted day or night e. Hazards may include <ul style="list-style-type: none"> e.1. Vehicular and pedestrian traffic e.2. Firearm handling e.3. Persons with felonious intent e.4. Uneven ground, steps, road surfaces e.5. Dust and vapours e.6. Hazardous or dangerous materials e.7. Humidity, air temperature f. Consultative processes may involve <ul style="list-style-type: none"> f.1. Clients f.2. Private security personnel f.3. Public sector security personnel f.4. Police f.5. Security consultants f.6. Other employees and supervisors f.7. Management f.8. Other professional or technical staff g. Consignment risk may include <ul style="list-style-type: none"> g.1. Staff fidelity g.2. Other theft g.3. Loss through negligence
2. Sources of information/documents may include but are not limited to	<ul style="list-style-type: none"> a. Operations manuals b. Competency standards and training materials c. Job specifications and procedures d. Manufacturer's specifications e. Enterprise operating procedures and policies f. Supplier and/or client instructions g. Communications technology equipment, oral, aural or signed communications h. Work procedures and practices i. Level of security clearance j. Applicable State, Territory, Commonwealth legislation and regulations which relate to <ul style="list-style-type: none"> j.1. Occupational Health and Safety regulations and legislation j.2. Privacy Acts j.3. Manual Handling j.4. Fire arms Acts j.5. Licensing and permits for firearms and security occupations j.6. Licensing requirements for driving and carrying particular classes of goods j.7. Traffic Acts k. Standards and certification requirements l. Quality assurance procedures m. Emergency procedures
3. Job role specific factors	<ul style="list-style-type: none"> a. Loading and unloading areas may be part of regular deliveries or one off arrangements b. Security arrangements are varied in line with enterprise policies and procedures c. Security systems/devices may include <ul style="list-style-type: none"> c.1. Two key safes c.2. ATM vaults c.3. Surveillance cameras c.4. VCR's c.5. Alarm systems c.6. Access control systems c.7. Time delay devices

Evidence Guide

UNDERTAKE CASH IN TRANSIT LOADING AND UNLOADING IN AN UNSECURED ENVIRONMENT

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. Select appropriate means to maintain security of loads within requirements for safe handling and protection of goods, vehicle, personnel and the public a.2. Identify potential hazards associated with the goods to be transported and the routes, timing and destinations a.3. Follow procedures a.4. Handle and use firearms a.5. Locate, interpret and apply relevant information a.6. Maintain enterprise records and documentation a.7. Identify and safely handle equipment and goods a.8. Apply hierarchy of control a.9. Use safety precautions appropriate to the task
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function.
3. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Display of the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. Implications of Occupational Health and Safety legislation and codes of practice a.2. Permit and licence requirements a.3. Operational procedures for identification of security risks a.4. Contingency planning relating to managing and controlling security risks a.5. Requirements for approved work procedures and relevant equipment a.6. Application of relevant agreements, codes of practice or other legislative requirements a.7. Identification and correct use of equipment, processes and procedures a.8. Planning own work including predicting consequences and identifying improvements
4. Resource implications	<ul style="list-style-type: none"> a. Goods for loading and unloading, delivery sites
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Maintains confidentiality of customers, enterprise operations, equipment and materials carried c. Modifies work practices to cater for variations in Workplace contexts and environments d. Work consistently shows selection and application of appropriate security arrangements e. Effectively negotiates to resolve issues and problems f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Shows evidence of application of relevant enterprise procedures including <ul style="list-style-type: none"> g.1. Codes of practice, hazard policies and procedures g.2. Job procedures and work instructions g.3. Guidelines relating to the safe use of equipment g.4. Quality assurance procedures (where existing) g.5. Security procedures h. Action taken promptly – accidents and incidents reported within regulatory requirements and following enterprise procedures i. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated work environment

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	1	3	1

DESCRIPTION:

Participate in interactive workplace communications

ELEMENT	PERFORMANCE CRITERIA
1. Communicate information about tasks, processes, events or skills	<ul style="list-style-type: none"> a. Communication medium is selected to meet the purpose required b. Multiple operations involving several topics/areas are communicated c. Effective listening skills are demonstrated d. Questions are used to gain additional information e. Sources of information relevant to the communication are identified. f. Information is selected and sequenced correctly g. Verbal and written reporting undertaken where required. h. Communication is undertaken in both familiar and unfamiliar situations and with familiar and unfamiliar individuals and groups
2. Participate in group discussions to achieve appropriate work outcomes	<ul style="list-style-type: none"> a. Responses are sought and provided to others in the group b. Constructive contributions are made in terms of the process involved c. Goals or outcomes are communicated and/or recorded
3. Represent views of the group to others	<ul style="list-style-type: none"> a. Views and opinions of others are understood and accurately reflected

Range of Variables

PARTICIPATE IN WORKPLACE COMMUNICATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/ Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

PARTICIPATE IN WORKPLACE COMMUNICATION

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service and work effectively with others a.3. convey information in written and oral form a.4. maintain workplace records a.5. use workplace colloquial and technical language and communication technologies in the workplace context a.6. identify interactive communication equipment and protocols for workplace use
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment, management and site operating systems a.3. relationships and requirements of work and operating systems in respect of related systems a.4. impact of job on enterprise and individual performance a.5. application of relevant industrial requirements a.6. relevant bond, quarantine or other legislative requirements a.7. identification and correct use of equipment, processes and procedures used within context of the job a.8. eye hand coordination
4. Resource implications	<ul style="list-style-type: none"> a. Instructions/messages to communicate, communication equipment and systems
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task b. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> b.1. hazard policies and procedures including Codes of Practice b.2. issue resolution procedures b.3. job procedures and work instructions b.4. relevant guidelines relating to the safe use of machinery and equipment b.5. quality assurance procedures (where existing) b.6. security procedures b.7. following recognised housekeeping processes b.8. waste, pollution and recycling management processes c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others e. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT E5 97A CARRY OUT WORKPLACE CALCULATIONS

Field E Documentation and Calculations

DESCRIPTION:

Calculations for routine industry related tasks by manual and electronic processes

ELEMENT	PERFORMANCE CRITERIA
1. Carry out calculations	<ul style="list-style-type: none"> a. Items are counted singly and in batches and sorted numerically, as required in workplace tasks b. Calculations needed to complete work tasks are performed using the four basic processes of addition, subtraction, multiplication and division c. Calculations involving fractions, percentages and mixed numbers and using the four basic processes, are performed as required to complete workplace tasks d. The functions of a calculator, numeric keypad or on-board computer are used to perform workplace tasks e. Numerical information is self-checked and corrected for accuracy
2. Prepare estimates	<ul style="list-style-type: none"> a. Quantities of materials and resources required to complete a work task are estimated b. The time needed to complete a work activity is estimated c. Accurate estimates for work completion are made
3. Interpret graphical representations of mathematical information	<ul style="list-style-type: none"> a. Information represented in symbols, diagrams and pictorial representations is recognised, interpreted and acted upon in workplace tasks

Range of Variables

CARRY OUT WORKPLACE CALCULATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Calculations including money, volume, weight, time, distance and perimeter c. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> c.1. workplace agreements and awards c.2. occupational health & safety c.3. State, Federal or Territory Legislation d. Consultative processes may involve <ul style="list-style-type: none"> d.1. staff members d.2. management d.3. union representatives d.4. industrial relations, Occupational Health and Safety specialists d.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

CARRY OUT WORKPLACE CALCULATIONS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service a.3. work effectively with colleagues a.4. convey information in written and oral form a.5. maintain workplace records a.6. use workplace colloquial and technical language and communication technologies in the workplace context a.7. selection of appropriate mathematical process a.8. selection of appropriate electronic and mechanical aids including calculators and computers
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures a.3. impact of job on enterprise and individual performance a.4. application of relevant industrial or other legislative requirements a.5. identification and correct use of equipment, processes and procedures a.6. modifying activities dependant on differing workplace contexts and environment a.7. application of mathematical procedures including addition, subtraction, multiplication, division, percentages and fractions
4. Resource implications	<ul style="list-style-type: none"> a. Access to workplace information and forms
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements b. Appropriate calculation methods used within normal job role with accurate results c. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> c.1. hazard policies and procedures including Codes of Practice c.2. issue resolution procedures c.3. job procedures and work instructions c.4. relevant guidelines relating to the use of equipment c.5. quality assurance procedures (where existing) c.6. security procedures c.7. following recognised housekeeping processes c.8. waste, pollution and recycling management processes d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	2	2	1

Unit TDT E6 97B **COLLECT AND PRESENT WORKPLACE DATA AND INFORMATION**

Field E Documentation and Calculations

DESCRIPTION:

Skills and knowledge required to collect and present information in the workplace

ELEMENT	PERFORMANCE CRITERIA
4. Required information is identified	<ul style="list-style-type: none"> k. Purpose of the data collection is identified l. Sources of information are established m. Appropriate information is collected
5. Prepare information for use	<ul style="list-style-type: none"> m. Information is collated and presented in a logical manner n. Checks for accuracy are made
6. Explain information	<ul style="list-style-type: none"> a. Data collection is explained to others to that the information contributes to the enterprise operations b. Questions are answered and appropriate clarifications made
7. Present enterprise information	<ul style="list-style-type: none"> a. Information is forwarded to appropriate personnel in accordance with enterprise procedures b. Information is collated and stored in accordance with enterprise procedures

Range Of Variables

COLLECT AND PRESENT WORKPLACE DATA AND INFORMATION

VARIABLE	SCOPE
4. <i>Workplace context</i>	<ul style="list-style-type: none"> h. This unit covers work of transport and distribution personnel for the delivery of valuables, secured products, documents and materials i. Work performed under general or limited supervision j. Customers may be internal or external k. Operations conducted day or night l. Consultative processes may involve <ul style="list-style-type: none"> l.1. Clients l.2. Private security personnel l.3. Public sector security personnel l.4. Police l.5. Security consultants l.6. Other employees and supervisors l.7. Management l.8. Union representatives l.9. Industrial relations, Occupational Health and Safety specialists l.10. Other professional or technical staff
5. Sources of information/documents may include but are not limited to	<ul style="list-style-type: none"> n. Operations manuals o. Induction documentation p. Competency standards and training materials q. Job specifications and procedures r. Manufacturer's specifications s. HAZCHEM codes and dangerous/hazardous goods t. Enterprise operating procedures and policies u. Supplier and/or client instructions v. Materials safety data sheets w. Communications technology equipment, oral, aural or signed communications x. Work procedures and practices y. Standards and certification requirements z. Quality assurance procedures aa. Emergency procedures
6. Job role specific factors	<ul style="list-style-type: none"> d. Information collected and analysed may include <ul style="list-style-type: none"> d.1. Consignment sheets d.2. Logs d.3. Performance measures d.4. Operational reports d.5. Evaluation reports d.6. Site surveys

Evidence Guide

COLLECT AND PRESENT ENTERPRISE DATA AND INFORMATION

7. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> b. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> b.1. Locate, sort, collate and interpret relevant information from a range of sources b.2. Communicate effectively in written and verbal modes b.3. Follow procedures b.4. Locate, interpret and apply relevant information b.5. Maintain enterprise records and documentation
8. Interdependent assessment of units	<ul style="list-style-type: none"> b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function.
9. Required knowledge and skills may include	<ul style="list-style-type: none"> b. Display of the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> b.1. Operational procedures for the collection, collation and presentation of data b.2. Requirements for approved work procedures and relevant equipment b.3. Application of relevant agreements, codes of practice or other legislative requirements b.4. Identification and correct use of equipment, processes and procedures b.5. Planning own work including predicting consequences and identifying improvements
10. Resource implications	<ul style="list-style-type: none"> b. Range of information to be delivered in printed and oral form
11. Consistency in performance may include	<ul style="list-style-type: none"> j. Establishes effective working relationships with colleagues k. Maintains confidentiality of customers, enterprise operations, equipment and materials carried l. Modifies work practices to cater for variations in Workplace contexts and environments m. Effectively negotiates to resolve issues and problems n. Demonstrates consistency of performance over a period of time and in a range of contexts o. Shows evidence of application of relevant enterprise procedures including <ul style="list-style-type: none"> o.1. Codes of practice, hazard policies and procedures o.2. Issue resolution procedures o.3. Job procedures and work instructions o.4. Guidelines relating to the safe use of equipment o.5. Quality assurance procedures (where existing) o.6. Security procedures o.7. Housekeeping processes o.8. Waste, pollution and recycling management processes p. Action taken promptly – accidents and incidents reported within regulatory requirements and following enterprise procedures q. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
12. Context for assessment	<ul style="list-style-type: none"> b. Assessment may occur on the job or in a simulated work environment

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
2	2	2	2	2	2	2

Unit TDT E7 97A USE VEHICLE COMMUNICATION SYSTEMS

Field E Documentation and Calculations

DESCRIPTION:

Knowledge and skills to effectively operate a communications system installed in a vehicle for communication with other users and the company base

ELEMENT	PERFORMANCE CRITERIA
1. Operate a radio communication system installed in a vehicle	<ul style="list-style-type: none"> a. System checks are carried out to confirm the radio communication system is operational in accordance with manufacturer's instructions and company procedures b. Communication system is used safely in accordance with company procedures and relevant safety legislation c. Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users d. Received messages are interpreted and recorded in accordance with company procedures
2. Communicate with the company base	<ul style="list-style-type: none"> a. Radio communications equipment is used to communicate clients' instructions to the company base and to advise on job status and operational emergencies and difficulties
3. Use a vehicle on-board computer	<ul style="list-style-type: none"> a. System checks are carried out to confirm an on-board computer system is operational in accordance with manufacturer's instructions and company procedures b. On-board computer system is operated in accordance with manufacturer's instructions and company procedures c. Information/messages are received from, and entered into the on-board computer system in accordance with company procedures d. Minor faults in the vehicle communications systems are identified, diagnosed, and repaired or reported in accordance with company procedures

Range of Variables

USE VEHICLE COMMUNICATION SYSTEMS

VARIABLE	SCOPE
1. Type of equipment	a. includes all communication equipment which may be used in a vehicle. For example, CB radio, mobile phone, 2-way radio, on-board computer, global positioning systems
2. Type of data	a. includes all data relevant to the road transport environment, for example, communication with base , vehicle tracking, job allocation, trip data, alarm/warning, costings, vehicle/driver performance data
3. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace
4. Level of supervision	a. may be limited or minimum supervision
5. Documentation and Reporting Systems	a. as per company procedures
6. Procedures	a. procedures are those prescribed by government regulation and company policies

Evidence Guide

USE VEHICLE COMMUNICATION SYSTEMS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of the procedures for the use of radio communications systems and on-board computers b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit could be assessed in conjunction with relevant units from the <i>Driving vehicles</i> field
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Operational procedures and protocols for radio communication a.2. Minor maintenance procedures for vehicle communications equipment a.3. Pre-operational checks for vehicle communications equipment a.4. Operational procedures for the use of on-board computers b. Underpinning skills <ul style="list-style-type: none"> b.1. Radio communication techniques b.2. Oral communication skills b.3. Keyboarding for on-board computer units
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to vehicle communication systems
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for the relevant work situation using the relevant communications system a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures, quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse &	Communicate	Plan & Organise	Work with Others &	Use Mathematical	Solve Problems	Use Technology
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Organise Information	Ideas & Information	Activities	in Teams	Ideas & Techniques		
1	2	1	1	1	2	3

Unit TDT E8 97 PROCESS WORKPLACE DOCUMENTATION

Field E Documentation and Calculations

DESCRIPTION:

Knowledge and skills to process workplace documentation in the road transport industry

ELEMENT	PERFORMANCE CRITERIA
1. Plan documentation	<ul style="list-style-type: none"> a. Purpose of workplace documentation is identified and confirmed b. Information for completion of the workplace documentation is collected, analysed and organised as required
2. Complete documentation	<ul style="list-style-type: none"> a. Required documentation is prepared, or forms completed, in accordance with company policies and procedures b. Logs or diaries are maintained accurately and in a timely manner in accordance with company requirements.

Range of Variables

PROCESS WORKPLACE DOCUMENTATION

VARIABLE	SCOPE
1. Type of documents	a. includes road transport memos, letters, diaries, logs
2. Workplace environment	a. includes all road transport situations, for example a.1. in the warehouse and at the depot a.2. in the vehicle on the road a.3. at the client's workplace a.4. in a team and autonomous working situations
3. Level of supervision	a. may be limited or minimum supervision
4. Documentation and Reporting Systems	a. as per company procedures
5. Procedures	a. procedures are those prescribed by government regulation and company policies

Evidence Guide

PROCESS WORKPLACE DOCUMENTATION

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of company requirements for the completion of workplace documentation, forms, logs or diaries b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment to complete workplace documents
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit could be assessed in conjunction with <i>Apply keyboard skills, Use computers in the workplace</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Requirements for workplace documentation, forms, logs or diaries a.2. Sources of information for the completion of workplace documentation, forms, logs or diaries a.3. Purpose of workplace documentation forms, logs or diaries b. Underpinning skills <ul style="list-style-type: none"> b.1. Ability to collect, analyse and organise information needed to complete workplace documentation, forms, logs or diaries b.2. Writing skills
4. Resources	<ul style="list-style-type: none"> a. Assessment of this unit requires access to workplace documents, workplace information and forms
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for the relevant work situation, in a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures, quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology

Information				Techniques		
2	2	1	1	1	1	1

Unit TDT E9 97A USE PILOT AND ESCORT COMMUNICATION

Field E Documentation and Calculations

DESCRIPTION:

Knowledge and skills to enable persons carrying out piloting and escort functions to communicate with other road users and to use information recording and reporting procedures

ELEMENT	PERFORMANCE CRITERIA
1. Operate communications equipment	<ul style="list-style-type: none"> a. Communications equipment for use in piloting and escorting duties is operated in accordance with relevant rules, regulations and manufacturer's specifications b. Messages are transmitted and received clearly and precisely with due observation of ethics and protocols required of users c. Backup communication strategies are established and relevant personnel are informed of operating and coordination procedures d. Alternative communication strategies are used to communicate messages in response to communications failures and problems
2. Maintain records	<ul style="list-style-type: none"> a. Records on oversize and overmass vehicle movements are maintained in accordance with legal and company documentation requirements b. Damage and other incidents are reported clearly and legibly to appropriate authorities in accordance with relevant rules and regulations and company policies and procedures

Range of Variables

USE PILOT AND ESCORT COMMUNICATION

VARIABLE	SCOPE
1. Type of equipment	a. includes all vehicle signage, for example, light batters, white glove, directional display board, radio, satellite phones, flashing lights, headlights, hazard lights
2. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace
3. Level of supervision	a. may be limited or minimum supervision
4. Documentation and Reporting Systems	a. as per company procedures
5. Procedures:	a. procedures are those prescribed by government regulation and company policies

Evidence Guide

USE PILOT AND ESCORT COMMUNICATION

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of the procedures for communication with other road users and the completion of documentation related to piloting and escort duties b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit could be assessed in conjunction with relevant units from the <i>Driving vehicles</i> field
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Operational procedures and protocols for radio communication a.2. Available backup communication strategies a.3. Pre-operational checks for vehicle communications equipment a.4. Documentation requirements for piloting and escort functions b. Underpinning skills <ul style="list-style-type: none"> b.1. Radio communication techniques b.2. Oral communication skills b.3. Writing skills
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to relevant vehicles and communications equipment
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for the relevant work situation, in a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures, quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology

Information				Techniques		
1	2	1	2	1	1	2

Unit TDT E10 97A ESTIMATE FURNITURE REMOVALS JOBS

Field E Documentation and Calculations

DESCRIPTION:

Knowledge and skills to accurately estimate the volume of a furniture removals job, calculate expenses, time and resources and to communicate with the customer

ELEMENT	PERFORMANCE CRITERIA
1. Estimate requirements of removals jobs	<ul style="list-style-type: none"> a. An accurate and complete inventory is taken which records all furniture and effects to be removed b. The type of goods to be moved is accurately defined so that appropriate arrangements for fragile or dangerous good can be made, following company procedures and legislative requirements c. The job requirements are estimated in relation to the size of the van, the amount of time required, labour required, and other resources needed to complete the job d. Job costs are calculated on the basis of volume, time and distance
2. Interact with customers regarding removals job	<ul style="list-style-type: none"> a. Customer requests and queries are courteously handled both face-to-face and on the telephone b. Customers are appropriately briefed in relation to the organisational details, legal liability insurance and contractual details of the removals job following company procedures c. Personal contact with the customer is maintained during and following the removal to ensure customer's needs are satisfied and any concerns are addressed
3. Prepare documentation for removals job	<ul style="list-style-type: none"> a. A job quotation is documented and submitted to the customer as required, following company procedures b. The removal is scheduled and booking staff are informed as required c. The removal job is audited against the pre-job estimates and recommendations for improvements made if appropriate

Range of Variables

ESTIMATE FURNITURE REMOVALS JOBS

VARIABLE	SCOPE
1. Removals	a. includes all removals, for example, local suburban, country, interstate, overseas
2. Vehicles	a. includes all removals vehicles, trucks, vans
3. Workplace environment	a. may include all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace
4. Level of Supervision	a. may be under limited supervision or unsupervised
5. OH and S Standards	a. as per company and statutory requirements
6. Documentation and Reporting Systems	a. as per company procedures
7. Procedures	a. are those prescribed by the company

Evidence Guide

ESTIMATE FURNITURE REMOVALS JOBS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of the factors involved in estimating a removal: company procedures, customer interaction and legal, contractual and insurance considerations b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment to a removals job
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit could be assessed in conjunction with <i>C7 Handle furniture and effects</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Procedures for packing, handling and stowing different types of furniture and effects a.2. Legislation regarding removals jobs a.3. Conditions of standard contracts a.4. Relevant classes of insurance b. Underpinning skills <ul style="list-style-type: none"> b.1. Basic mathematical operations b.2. Measurements of length, width, volume and mass using imperial and/or metric b.3. Estimation of distance and time b.4. Use of calculator b.5. Communication skills b.6. Writing skills
4. Resources	<ul style="list-style-type: none"> a. Assessment of this unit will require access to relevant jobs, schedules, and calculators
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable over a range of typical removal jobs b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
1	2	2	2	2	1	1

Unit TDT E11 98A USE ELECTRONIC COMMUNICATION EQUIPMENT

Field E Documentation and Calculations

DESCRIPTION:
Skills and knowledge required to communicate by radio and mobile telephone

ELEMENT	PERFORMANCE CRITERIA
1. Identify equipment features	<ul style="list-style-type: none"> a. Telephone keypad and radio control functions are identified b. Battery and signal levels are monitored c. Mobile equipment is set up to optimise communication d. Channels are selected appropriate to the communication
2. Place and receive communications	<ul style="list-style-type: none"> a. Time and place of outgoing message is selected with regard to security, legislative and convention requirements b. Incoming messages are received and answered promptly and courteously within operating procedures and (any) legislative requirements c. Vocal communication is clear, unambiguous and using appropriate procedures, language and codes
3. Maintain communication equipment operational status	<ul style="list-style-type: none"> a. Telephone and radio security is maintained b. Channel selection is appropriate for the location and type of communication c. Equipment is checked and maintained in working order within enterprise procedures d. Faults are notified for rectification promptly

Range Of Variables

USE ELECTRONIC COMMUNICATIONS EQUIPMENT

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work of couriers/deliverers/deliverers for the delivery of products, documents and materials b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night, on or off base site e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. uneven ground, steps, road surfaces e.3. dust and vapours e.4. hazardous or dangerous materials e.5. humidity, air temperature and radiant heat e.6. light including UV e.7. noise f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. other employees and supervisors f.3. management f.4. union representatives f.5. industrial relations, Occupational Health and Safety specialists f.6. other professional or technical staff f.7. local government authorities f.8. police
2. Sources of information / documents may include but are not limited to:	<ul style="list-style-type: none"> a. Operations manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications f. Enterprise operating procedures and policies g. Supplier and/or client instructions h. Communications technology equipment, oral, aural or signed communications i. Work procedures and practices j. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> j.1. Privacy acts j.2. Traffic Acts k. Standards and certification requirements l. Quality assurance procedures m. Emergency procedures
3. Job role specific factors	<ul style="list-style-type: none"> a. Mobile phones may be digital, analogue, in vehicle, on person, hands free b. Radios may be personal, hand held or vehicle mounted, UHF, VHF, SSB, Marine

Evidence Guide

USE ELECTRONIC COMMUNICATIONS EQUIPMENT

1. Critical aspects of evidence to be considered	a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> a.1. communicate effectively in verbal modes a.2. respond appropriately to radio, telephone and verbal inquiries a.3. follow procedures for use of electronic communications equipment a.4. locate, interpret and apply relevant information a.5. maintain enterprise records and documentation a.6. identify and safely handle equipment and goods
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	a. Display of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> a.1. codes of practice a.2. operational procedures for contact using mobile phones a.3. requirements for approved work procedures and relevant equipment a.4. identification and correct use of equipment, processes and procedures a.5. planning own work including predicting consequences and identifying improvements
4. Resource implications	a. Radios, mobile phone, regulations, enterprise policy
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Maintains confidentiality of customers, clients and materials carried c. Modifies work practices to cater for variations in workplace contexts and environments and in accordance with company guidelines as appropriate d. Effectively negotiates to resolve issues and problems e. Uses organisational structures effectively to complete work operations f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Documents produced are checked for errors and compliance with workplace policies h. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> h.1. codes of practice, hazard policies and procedures h.2. issue resolution procedures h.3. job procedures and work instructions h.4. guidelines relating to the safe use of equipment h.5. quality assurance procedures (where existing) h.6. security procedures h.7. housekeeping processes h.8. waste, pollution and recycling management processes i. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures j. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others k. Work completed systematically without injury to self or others or damage to goods, equipment or vehicles involved in delivery
6. Context for assessment	a. Assessment may occur on the job or in a simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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2	2	1	2	1	1	1
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Unit TDT E12 98A CONSOLIDATE MANIFEST DOCUMENTATION

Field E Documentation and Calculations

DESCRIPTION:

Skills and knowledge required to collate, check and process manifest documentation

ELEMENT	PERFORMANCE CRITERIA
1. Identify required documentation	<ul style="list-style-type: none">a. Relevant documentation is collated and checked to ensure all appropriate information has been enteredb. Omissions / discrepancies are noted and reported in accordance with enterprise proceduresc. Identification codes, manifest codes and pertinent data are entered into record system in accordance with enterprise procedures and where required, statutory requirementsd. Relevant clearances for the movement of goods / freight are checked and, where appropriate, actions to rectify deficiencies are followed in accordance with enterprise procedures
2. Process documentation	<ul style="list-style-type: none">a. Files / system are amended including the appending of all relevant data / informationb. Tracking / monitoring processes are completed and documentation forwarded in accordance with enterprise procedures and where required, statutory requirements

Range of Variables

CONSOLIDATE MANIFEST DOCUMENTATION

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the bulk handling, dangerous goods and freight forwarding sectors of the Transport and Distribution industry b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. hazardous or dangerous materials f.2. contamination of, or from, materials being handled f.3. noise, light, energy sources f.4. stationary and moving machinery, parts or components f.5. service lines f.6. spills, leakages, ruptures f.7. dust/vapours g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment h. Requirements for work may include: <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. use of safety and personal protection equipment h.3. communications equipment h.4. specialised lifting and/or handling equipment h.5. incident/accident breakdown procedures h.6. additional gear and equipment h.7. noise restrictions h.8. hours of operation h.9. authorities and permits i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, potential customers and existing clients i.3. management and union representatives i.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff
2. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Load Restraint Guide – (Methods and Performance Standards) c. Operations manuals, job specifications and procedures and induction documentation d. Competency standards and training materials e. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets f. Workplace operating procedures and policies g. Supplier and/or client instructions h. Australian and International standards, criteria and certification requirements i. Communications technology equipment, oral, aural or signed communications j. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> j.1. workplace agreements and awards j.2. occupational health & safety procedures k. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> k.1. Occupational Health & Safety regulations and legislation k.2. Workplace Relations Act(s) k.3. Workers Compensation k.4. License, Patent or copyright arrangements k.5. Dangerous goods and hazardous substances k.6. Environment Protection Legislation k.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation k.8. Traffic Acts l. Standards and certification requirements m. Quality assurance procedures n. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Documentation may include: <ul style="list-style-type: none"> a.1. weigh bridge tickets a.2. loading dockets a.3. orders a.4. invoices

Evidence Guide

CONSOLIDATE MANIFEST DOCUMENTATION

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> a.1. identify relevant documentation a.2. select appropriate equipment and work systems a.3. communicate effectively in writing and respond to telephone and verbal inquiries a.4. identify job and site hazards and plan work to minimise risks a.5. determine (any) required permits a.6. use appropriate communication strategies and equipment a.7. locate, interpret and apply relevant information a.8. maintain enterprise records and documentation a.9. identify and safely handle equipment and goods, apply hierarchy of control
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Display of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. permit and licence requirements a.4. operational procedures for document control a.5. prioritising work and co-ordinating self in relation to activities a.6. enterprise work procedures a.7. focus of operation of work systems and equipment a.8. application of relevant agreements, codes of practice or other legislative requirements a.9. identification and correct use of equipment, processes and procedures a.10. planning own work including predicting consequences and identifying improvements
4. Resource implications	<ul style="list-style-type: none"> a. a. Manifest documentation, workplace procedures
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Demonstrates consistency of performance over time and in a range of contexts f. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> f.1. codes of practice, hazard policies and procedures f.2. issue resolution procedures f.3. job procedures and work instructions f.4. guidelines relating to the safe use of machinery and equipment f.5. quality assurance procedures (where existing) f.6. security procedures f.7. housekeeping processes f.8. waste, pollution and recycling management processes g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	2	2	2	2	2

Unit TDT E13 98A APPLY WORKPLACE STATISTICS

Field E Documentation and Calculations

DESCRIPTION:

Skills and knowledge required to identify, use and manipulate statistical information

ELEMENT	PERFORMANCE CRITERIA
1. Identify situations where statistics are used in the workplace	<ul style="list-style-type: none"> a. Types of statistical representations of data are identified b. Users of statistical data in the workplace are identified c. Statistical data representations are matched for applications to: <ul style="list-style-type: none"> c.1. monitoring work flow c.2. inventory and stock levels c.3. customer surveys c.4. supplier and market analysis c.5. fleet control
2. Collect numerical data	<ul style="list-style-type: none"> a. Purpose of data collection is identified b. Sources of information are established c. Data collection methods are used d. Mathematical processes are used to arrange data e. Data collected is checked for accuracy f. Potential for inaccurate results arising from variables is estimated and described
3. Use calculations to present data for analysis	<ul style="list-style-type: none"> a. Data collected is represented on graphs, tables, averages and percentages as required b. Spreadsheets and flow charts used to present data
4. Interpret trends and patterns from numerical data	<ul style="list-style-type: none"> a. Non conforming results outside of the predicted outcome are noted and reasons identified b. Trends or patterns in data are noted c. Possible reasons for trends or patterns are generated d. Potential solutions are identified

Range of Variables

APPLY WORKPLACE STATISTICS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. Work may be undertaken in various work environments in Transport and Distribution Industries b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. customers and suppliers b.3. external authorities and agencies b.4. management and union representatives b.5. industrial relations, Occupational Health and Safety specialists b.6. other professional or technical staff, contractors and maintenance personnel c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise e. Customer and supplier contact and co-ordination is a requirement of these operations
2. Job role context	<ul style="list-style-type: none"> a. Operates under general guidance on progress and outcomes of work b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures c. A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams
3. Work activities require the application of	<ul style="list-style-type: none"> a. Relevant workplace procedures including: <ul style="list-style-type: none"> a.1. enterprise policies and procedures a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.3. quality assurance procedures (where existing) a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures b. Relevant agreements, codes of practice and other legislative requirements c. Appropriate workplace language and communication strategies and interpretation of relevant information
4. Sources of information / documents may include	<ul style="list-style-type: none"> a. Quality or enterprise work specifications and procedure b. Manufacturer's specifications and/or suppliers handling and storage advice c. Workplace operating procedures and policies Supplier and/or client instructions d. Materials safety data sheets e. Communications technology equipment, oral, aural or signed communications f. Personal and work area work procedures and practices g. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> g.1. workplace agreements and awards g.2. occupational health & safety procedures h. Applicable State, Territory, Commonwealth legislative framework concerning: <ul style="list-style-type: none"> h.1. Occupational Health & Safety in terms of duties of employers, employees, suppliers and contractors h.2. Workplace Relations h.3. Workers Compensation h.4. Hazardous substances and dangerous goods h.5. Environment Protection h.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action i. Standards and certification requirements j. License, Patent or copyright arrangements k. Quality assurance procedures l. Emergency procedures
5. Unit specific factors	<ul style="list-style-type: none"> a. Statistics are generated from raw data, machine generated information or complex, dedicated computerised facilities. The key requirement of this unit is to interpret the data and provide appropriate, timely information on the data analysis to appropriate personnel

Evidence Guide

APPLY WORKPLACE STATISTICS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. identify the information represented in statistical data in relation to operational effectiveness of the section or organisation</p> <p>a.2. manage own work to achieve organisational goals and required results</p> <p>a.3. suggest improvements to statistical reporting methods and approaches</p> <p>a.4. apply techniques to encourage appropriate participation of team / group members to interpret and use statistical data</p> <p>a.5. identify requirements of tasks and organise planning, job completion and evaluation stages</p> <p>a.6. locate, interpret and apply relevant statistical information and relate it to other quantitative and qualitative data</p> <p>a.7. provide customer/client service and work effectively with others</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. focus of operation of recording, reporting and statistical analysis systems and resources</p> <p>a.2. resource availability including the processing capacity of equipment and software systems</p> <p>a.3. coaching and mentoring approaches to support team members to develop knowledge and skills in statistical collection, collation and analysis</p> <p>a.4. enterprise business policies and plans including procedures for reporting performance</p> <p>a.5. selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	a. Statistics analysis projects requiring execution
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities to cater for variations in workplace contexts and environment</p> <p>c. Demonstrates consistency of performance over time and in a range of contexts</p> <p>d. Reports on trends and non conformities are clear, concise and interpreted in graphic, numerical and written form</p> <p>e. Organisational performance is improved through improved access to and utilisation of statistical data</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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Unit TDT E14 98A COMPILE AND PROCESS EXPORT DOCUMENTATION

Field E Documentation and Calculations

DESCRIPTION:

Skills and knowledge required to prepare and process documentation for the export of cargo

ELEMENT	PERFORMANCE CRITERIA
4. Assess cargo for transport	a. Cargo for export is assessed in terms of commodity type and size, fair market value, shipping method, classification and conformity to domestic and foreign export/import requirements b. Customer is advised of discrepancies/anomalies and procedures for rectification in accordance with enterprise procedures
5. Prepare regulatory and commercial documentation	a. Export packing lists are prepared from shippers instructions including information regarding identifying marks and numbers, weights and measurements and package details b. Commercial documents, including invoices, banking and insurance requirements, are processed/prepared in accordance with regulatory and enterprise procedures c. Lodgement instructions, where applicable, are prepared for forwarding to banking institutions d. Regulatory requirements are generated as required
6. Prepare transport documentation	d. Interim receipt/forwarding instructions are processed in accordance with shipping line requirements and enterprise procedures e. Bill of Lading/Airway Bills are obtained from shipping agent/company and processed in accordance with enterprise procedures f. Additional documentation, such as Export Wharfage, Quarantine documentation, Parcel Post Receipt, Commerce Markings and Customs Evaluations are generated/processed as required
7. Co-ordinate documentation requirements	a. Documentation is collated and checked to ensure it is complete and accurate b. Procedures for the lodgement of documents, including destination points and required timeframes are recorded c. Export documentation is forwarded in accordance with enterprise procedures and export schedule d. Documents are filed/stored in accordance with enterprise procedures

Range of Variables

COMPILE AND PROCESS EXPORT DOCUMENTATION

VARIABLE	SCOPE
4. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the freight forwarding sector of the Transport and Distribution industry b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Requirements for work may include: <ul style="list-style-type: none"> f.1. site restrictions and procedures f.2. relevant domestic and international regulations f.3. specified loading operations f.4. communications equipment f.5. hours of operation f.6. authorities and permits f.7. incident/accident breakdown procedures g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. suppliers, potential customers and existing clients g.3. relevant authorities g.4. shipping lines g.5. banking institutions g.6. other agencies g.7. management and union representatives g.8. Occupational Health and Safety specialists, g.9. other maintenance, professional or technical staff
5. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Operations manuals, job specifications and procedures and induction documentation b. Competency standards and training materials c. Manufacturer's/client specifications, instructions and labelling advice including materials safety data sheets d. Workplace operating procedures and policies e. Supplier and/or client instructions f. Australian and International standards, criteria and certification requirements g. Communications technology equipment, oral, aural or signed communications h. Applicable State, Territory, Commonwealth legislative framework and guidelines concerning: <ul style="list-style-type: none"> h.1. Occupational Health & Safety h.2. Dangerous goods and hazardous substances h.3. Environment Protection h.4. Import and export of cargo h.5. Embargo's, Tariffs, Quota's h.6. Prohibited Goods h.7. Patents, Copyright i. Standards and certification requirements j. Quality assurance procedures k. Emergency procedures l. International transport regulations, codes and procedures
6. Unit specific factors	<ul style="list-style-type: none"> a. Forms of documentation include: packing specifications and lists, manifests, invoices, drafts, instructions, letters, Export Wharfage, Quarantine documentation, Parcel Post Receipt, Commerce Markings and Customs Evaluations etc. b. Regulatory requirements may involve: export permits and clearances, goods certificates, financial duties etc. c. Transport modes include air, sea or multi-modal

Evidence Guide

COMPILE AND PROCESS EXPORT DOCUMENTATION

7. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identifying relevant export documentation a.2. preparing and processing cargo documentation for export a.3. liaising with clients, agents, banking institutions, line managers and the like a.4. following procedures for the lodgement of documents a.5. select appropriate equipment and work systems a.6. use appropriate communication strategies and equipment a.7. maintain enterprise records and documentation
8. Interdependent assessment of units	c. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
9. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. application of relevant agreements, codes of practice or other legislative requirements including local and international freight regulations a.2. use of computerised systems for communication and document generation a.3. identifying the various types of export documentation and their appropriate usage a.4. Banking Institutions, Governments and Insurance company requirements
10. Resource implications	c. Cargo for export, export documentation, various documentation generation and communication equipment
11. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Demonstrates consistency of performance over time and in a range of contexts f. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> f.1. codes of practice, hazard policies and procedures f.2. issue resolution procedures f.3. job procedures and work instructions f.4. quality assurance procedures (where existing) f.5. security procedures f.6. adherence to regulations and guidelines g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products
12. Context for assessment	b. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	1	1

TDT E15 98A UNDERTAKE RIGGER/DOGGER AND DRIVER COMMUNICATIONS

Field E Documentation and Calculations

DESCRIPTION:

Skills and knowledge required to establish and agree communication methods and configure communications equipment

ELEMENT	PERFORMANCE CRITERIA
1. Determine communication method	<ul style="list-style-type: none"> a. Methods of communication are agreed with relevant personnel b. Agreed signals/communications for load moving conform to Australian Standards and codes of practice and include signals to: <ul style="list-style-type: none"> b.1. stop b.2. raise b.3. lower b.4. slew – left or right b.5. luff – boom up and down b.6. extend boom b.7. retract boom
2. Confirm and configure communications	<ul style="list-style-type: none"> a. Communications are trialed and adjusted and/or confirmed as required to ensure a safe and effective lift b. Communications equipment are checked for correct operation and configured in line with legislative and company requirements c. Defective equipment is tagged, rejected and reported to authorised personnel for corrective action d. Signals/communications are given both within sight and out of sight of crane operator

Range Of Variables

UNDERTAKE RIGGER/DOGGER AND DRIVER COMMUNICATIONS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Customers may be internal or external c. Operations conducted day or night and in a variety of weather conditions d. Environment may include movement of equipment, goods, materials and vehicular traffic e. Hazards may include: <ul style="list-style-type: none"> e.1. power lines e.2. noise, light, energy sources e.3. overhead service lines e.4. surrounding buildings, structures, facilities e.5. underground services e.6. obstructions e.7. uneven or unstable ground and recently filled trenches e.8. stationary and moving machinery and equipment e.9. hazardous or dangerous materials e.10. communication interference/transfer problems
2. Job role context	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. a range of mobile cranes a.2. site restrictions and procedures a.3. personal protection equipment a.4. authorities and permits a.5. support trucks a.6. hours of operation a.7. additional gear and equipment a.8. induction a.9. communications equipment a.10. slings, chains, nets, brackets and other specialised lifting equipment a.11. noise restrictions b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. driver/rigger b.2. other employees and supervisors b.3. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals including load charts and crane and rigging manuals c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Personal and work area work procedures and practices l. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> l.1. Occupational Health & Safety regulations and legislation l.2. Traffic Acts l.3. Crane operations including dogging and rigging requirements m. Standards and certification requirements n. Quality assurance procedures o. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Signals for load moving include the following methods: <ul style="list-style-type: none"> a.1. verbal a.2. with hand signals to standards and codes of practice a.3. with whistles/hooters to standards and codes of practice a.4. with two-way radios/telephones and codes of practice, and a.5. with light signals to standards and codes of practice

Evidence Guide

UNDERTAKE RIGGER/DOGGER AND DRIVER COMMUNICATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. communicate signals to stop, raise, lower, slew left or right, luff boom up or down, extend or retract boom, travel crane a.2. configure communications equipment a.3. control on street safety a.4. identify job and site hazards a.5. use appropriate communication strategies and equipment, including hand signals, whistles, hooters, 2 way radio, verbal, telephones, light signals a.6. locate, interpret and apply relevant information a.7. maintain company records and documentation a.8. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
<p>2. Interdependent assessment of Units</p>	<p>a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function</p>
<p>3. Required knowledge and skills may include</p>	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane applications, capacities, configurations, safety hazards and control mechanisms a.2. correct voice procedures a.3. implications of OHS/OSH legislation and codes of practice a.4. permit and licence requirements a.5. operational procedures for crane crews a.6. prioritising and multi-tasking work a.7. company work procedures a.8. focus of operation of work systems and equipment a.9. application of relevant agreements, codes of practice or other legislative requirements a.10. identification and correct use of equipment, processes and procedures a.11. planning own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Communication systems, signals and recipient</p>
<p>5. Consistency in performance may include</p>	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> e.1. codes of practice, hazard policies and procedures e.2. issue resolution procedures e.3. job procedures and work instructions e.4. guidelines relating to the safe use of machinery and equipment e.5. quality assurance procedures (where existing) e.6. security procedures e.7. housekeeping processes f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
<p>6. Context for assessment</p>	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

Skills and knowledge required to plan and execute calculations for load shifting activities

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify mathematical information and tools used in the workplace</p>	<ul style="list-style-type: none"> a. Units of measurement for weight, linear measurement, number, mass, pressure, speed, volume and time are identified. b. Dimensions and or weights to be measured are identified from work procedures and where applicable work order forms c. Units of measurement for allowable load limits (SWL & WLL) for load shifting are identified from crane load chart d. Information presented in mathematical symbols, diagrams and pictorial representations are recognised, interpreted and used to complete workplace tasks e. Measuring equipment, features and/or scales and units of measurement are selected as appropriate for the task and process
<p>2. Estimate and calculate requirements for load shifting</p>	<ul style="list-style-type: none"> a. Appropriate methods to perform calculations to complete workplace tasks including addition, subtraction, multiplication and division, fractions, decimals, percentages and mixed numbers are selected b. Quantities of materials and resources required to complete a work task are calculated c. Load balance characteristics are identified d. The time needed to complete a work activity is estimated e. Calculations for required for weight, reach, radii, boom and jib configurations are undertaken and checked for conformity with crane load chart information f. Load spread is estimated/calculated to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems g. Measuring instruments are read to the limit of accuracy of the tool
<p>3. Complete documentation using mathematical information</p>	<ul style="list-style-type: none"> a. Appropriate workplace documentation is completed using recognised symbols and mathematical terms for the work tasks b. Numerical information is self-checked and corrected for accuracy

Range Of Variables

ESTIMATE/CALCULATE LOAD SHIFTING REQUIREMENTS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Hazards may include: <ul style="list-style-type: none"> f.1. power lines f.2. noise, light, energy sources f.3. overhead service lines f.4. surrounding buildings, structures, facilities f.5. underground services f.6. obstructions f.7. uneven or unstable ground and recently filled trenches f.8. stationary and moving machinery and equipment f.9. hazardous or dangerous materials f.10. traffic hazards and congestion
2. Job role context	<ul style="list-style-type: none"> a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> a.1. site restrictions and procedures a.2. personal protection equipment a.3. authorities and permits a.4. support trucks a.5. hours of operation a.6. additional gear and equipment a.7. induction a.8. communications equipment a.9. noise restrictions a.10. slings, chains, nets, brackets and other specialised lifting equipment b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. management b.3. union representatives b.4. industrial relations, Occupational Health and Safety specialists b.5. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Safe Working Load (SWL) and Working Load Limit (WLL) b. Operations manuals c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Personal and work area work procedures and practices l. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> l.1. Occupational Health & Safety regulations and legislation l.2. Environment Protection Legislation l.3. Traffic Acts m. Standards and certification requirements n. Quality assurance procedures o. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Calculations and estimations may relate to weights and dimensions of specific loads, cargo, containers to be shifted stored or lifted b. Calculations may be undertaken with the use of calculators, computers or other mathematical aids

Evidence Guide

ESTIMATE/CALCULATE LOAD SHIFTING REQUIREMENTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. estimate load limits, weights and dimensions a.2. measure size and weight of products a.3. add, subtract, divide and multiply using metric and imperial measures, fractions, decimals, time and whole numbers a.4. estimate and or calculate load and radius requirements a.5. identify SWL and WLL for appropriate crane size and type a.6. use mathematical processes, strategies and equipment a.7. locate, interpret and apply relevant mathematical and technical information a.8. maintain company records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
<p>3. Required knowledge and skills may include</p>	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. mobile crane capacities, configurations, safety hazards and limitations a.2. interpretation of permit/licence requirements in terms of height, weight and type of lift a.3. application of mathematical procedures including addition, subtraction, multiplication, division, percentages and fractions a.4. metric and where required, imperial measurement systems a.5. read and interpret mathematical scales, digital readouts, specifications and customer or company instructions a.6. application of relevant agreements, codes of practice or other legislative requirements a.7. identification and correct use of equipment, processes and procedures a.8. planning own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access to a variety of loads/goods to be shifted which may include lugged items, pallets, containers, strapped or netted loads and bulk cargoes. Information on limitations of mobile cranes in terms of size and weight of goods to be shifted. Calculators, charts, manifests, instruction manuals, work orders, mathematical tools and equipment appropriate to the prescribed task(s). Workplace documentation to be completed</p>
<p>5. Consistency in performance may include</p>	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Demonstrates consistency of performance over a period of time and in a range of contexts f. Checks own work and compares answers obtained manually or by machine against expectations based on previous experience g. Double checks variations and seeks assistance when required h. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> h.1. codes of practice, hazard policies and procedures h.2. issue resolution procedures h.3. job procedures and work instructions h.4. guidelines relating to the safe use of machinery and equipment h.5. quality assurance procedures (where existing) h.6. security procedures h.7. housekeeping processes h.8. waste, pollution and recycling management processes i. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures j. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
<p>6. Context for assessment</p>	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT F1 97A FOLLOW OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

Field F Occupational Health and Safety

DESCRIPTION:

Knowledge and skills to follow workplace Occupational Health and Safety procedures

ELEMENT	PERFORMANCE CRITERIA
1. Identify and follow workplace procedures for hazard identification and risk control	a. Workplace procedures for Occupational Health and Safety are identified and related work instructions for controlling risks are accurately followed b. Workplace procedures for dealing with accidents, fire and emergencies are known and followed c. Hazards in the workplace are identified and reported to designated personnel in accordance with workplace procedures
2. Contribute to arrangements for the management of occupational health and safety	a. Occupational Health and Safety issues are raised with designated personnel in accordance with workplace procedures and relevant Occupational Health and Safety legislation b. Contributions to Occupational Health and Safety management in the workplace are made within workplace procedures and provisions of relevant legislation
3. Complete Occupational Health and Safety records	a. Occupational Health and Safety records for self are completed in accordance with workplace requirements b. Occupational Health and Safety records and legal requirements for the maintenance of records of occupational injury and diseases are followed

Range of Variables

FOLLOW OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work may be conducted in enclosed spaces, exposed conditions and controlled or open environment c. Exposure may be to chemicals, other harmful substances, movements of equipment, goods, vehicles including <ul style="list-style-type: none"> c.1. toxic substances c.2. damaged packing material and containers c.3. broken and damaged equipment c.4. inflammable materials and fire hazards c.5. lifting practices c.6. waste management and disposal c.7. extremes in weather conditions c.8. lighting levels c.9. floor surfaces c.10. water hazards c.11. traffic flows, vehicle and equipment operation c.12. a range of storage areas d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers, codes and Manifests b. Manufacturer's specifications c. Enterprise operating procedures <ul style="list-style-type: none"> c.1. hazard policies and procedures c.2. emergency, fire and accident procedures c.3. personal safety procedures c.4. procedures for the use of personal protective clothing and equipment c.5. hazard identification c.6. issue resolution procedures c.7. job procedures c.8. work instructions c.9. materials safety data sheet explanatory tests c.10. Supplier and/or client instructions c.11. Materials Safety Data Sheets d. Codes of Practice e. Award, Enterprise Bargaining Agreement other agreed industrial arrangements f. Consultative processes for Occupational Health and Safety
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service including legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation
5. Applicable State/Territory/Commonwealth regulations, legislation, Codes of Practice and Australian Standards may include but is not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Environmental Protection Legislation e. Manual Handling f. First Aid g. Noise h. Emergency Procedures i. Dangerous and Hazardous Goods Regulations j. Confined spaces k. Ergonomics l. Rehabilitation m. Smoke free environment

Evidence Guide

FOLLOW OH&S PROCEDURES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. convey information in written and oral form a.3. maintain workplace records a.4. use workplace colloquial and technical language and communication technologies in the workplace context a.5. follow the requirements of relevant legislation and related Codes of Practice in relation to individual obligations for duty of care
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents a.2. location and use of safety alarms, manifests, emergency shut off systems, emergency communication systems a.3. signs and signals used for Occupational Health and Safety a.4. terms used in Materials Safety Data Sheets a.5. IMDG markings and where applicable emergency information panels a.6. HAZCHEM symbols and implications for safe work & storage a.7. storage and use of hazardous substances a.8. storage and use of flammable materials a.9. handling of broken or damaged equipment a.10. manual and mechanically assisted lifting and load shifting procedures a.11. transport requirement for goods within workplace a.12. emergency and evacuation procedures a.13. obtaining and using information from safety labels, instructions for safe work, relevant Materials Safety Data Sheets, workplace procedures and Codes of Practice a.14. using personal protection equipment and engineering controls (where required)
4. Resource implications	<ul style="list-style-type: none"> a. Access to policies, procedures and information on Occupational Health and Safety. Access to support personnel, engineering controls and Personal Protective Equipment
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Application of knowledge and skills to <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task a.6. Protective clothing worn in accordance with job and operational requirements a.7. Equipment checked prior to use a.8. Emergency procedures followed a.9. Potential problems predicted and reported a.10. Co-operative with supervisors and Occupational Health and Safety representatives and personnel a.11. Codes of Practice followed a.12. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures a.13. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others a.14. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT F2 97A CONDUCT HOUSEKEEPING ACTIVITIES

Field F Occupational Health and Safety

DESCRIPTION:

Carry out housekeeping duties and maintain a clean and safe work site

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify workplace procedures, resources and housekeeping requirements of different areas of the workplace</p>	<p>a. Workplace procedures for housekeeping are identified</p> <p>b. Equipment and consumables are selected in accordance with work area requirements</p> <p>c. Specific requirements for housekeeping activities in different parts of the employees' work area identified and followed</p> <p>d. Requirements for the minor disassembly/reassembly of storage zones identified (where applicable)</p>
<p>2. Monitor and maintain cleanliness and tidiness in the workplace</p>	<p>a. Initiative is used to continuously monitor the cleanliness and tidiness of the worksites used by the employees</p> <p>b. Housekeeping issues are raised with designated personnel in accordance with workplace procedures</p> <p>c. Housekeeping equipment and supplies are maintained and stored</p>
<p>3. Complete assigned housekeeping duties</p>	<p>a. Assigned housekeeping duties are conducted following workplace procedures ensuring that</p> <p>a.1. waste is removed</p> <p>a.2. maintenance requirements of any damaged items are notified to appropriate personnel</p> <p>a.3. minor disassembly/reassembly of storage zones is conducted within enterprise policies and procedures</p> <p>a.4. schedules and records for housekeeping duties are maintained</p> <p>a.5. work areas are checked and meet required workplace standards</p> <p>a.6. work is carried out following enterprise practices and safe work procedures</p>

Range of Variables

CONDUCT HOUSEKEEPING ACTIVITIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments e. Housekeeping duties may include <ul style="list-style-type: none"> e.1. cleaning e.2. returning goods or equipment to storage e.3. repacking e.4. waste removal e.5. maintenance f. Housekeeping may be scheduled or as required
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations, legislation, Codes of Practice and Australian Standards may include but is not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Environmental Protection Legislation e. Manual Handling f. First Aid g. Export/Import/Quarantine/Bond requirements h. Emergency Procedures i. Dangerous and Hazardous Goods Regulations j. Water and Road use and license arrangements k. License, Patent or copyright arrangements l. Dangerous goods and air freight regulations m. Confined spaces n. Ergonomics o. Rehabilitation p. Smoke free environment q. Noise

Evidence Guide

CONDUCT HOUSEKEEPING ACTIVITIES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. maintain workplace records a.3. use workplace colloquial and technical language and communication technologies in the workplace context a.4. dispose of waste materials including segregation of particular wastes and specialist requirements a.5. apply principles of reduction, re-use, recycle, recover and appropriate repair/replace decision making processes a.6. follow housekeeping requirements for different work areas a.7. use relevant tools and equipment a.8. safely handle solvent (organic and inorganic) cleaning products, steam and pressure equipment a.9. explain reasons for maintaining clean and tidy worksites, the tagging of unserviceable tools and equipment and following housekeeping and maintenance schedules a.10. complete housekeeping inspection requirements
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. application of relevant industrial requirements a.2. identification and correct use of equipment, processes and procedures a.3. maintenance procedures for housekeeping equipment
4. Resource implications	<ul style="list-style-type: none"> a. Access to <ul style="list-style-type: none"> a.1. necessary housekeeping and cleaning equipment, personal protection equipment and relevant engineering controls a.2. enterprise reporting procedures for health and safety hazards a.3. workplace housekeeping procedures/manual a.4. relevant housekeeping procedures/manual a.5. relevant Occupational Health and Safety regulations
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Application of knowledge and skills to <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task b. Checks own work for compliance with workplace requirements <ul style="list-style-type: none"> b.1. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.2. hazard policies and procedures including Codes of Practice b.3. issue resolution procedures b.4. job procedures and work instructions b.5. relevant guidelines relating to the use and tagging of unserviceable or damaged items b.6. quality assurance procedures (where existing) b.7. security procedures b.8. following recognised housekeeping processes b.9. waste, pollution and recycling management processes c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures d. Recognises and deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others e. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT F3 97A IMPLEMENT AND MONITOR OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

Field F Occupational Health and Safety

DESCRIPTION:

Requirements for workers with some supervisory responsibility for implementation and monitoring of Occupational Health and Safety policies, procedures and systems

ELEMENT	PERFORMANCE CRITERIA
<p>1. Access information about Occupational Health & Safety and the workplace policies and procedures</p>	<p>a. Relevant provisions of Occupational Health and Safety legislation and Codes of Practice are accurately followed</p> <p>b. Information on workplace Occupational Health and Safety policies, procedures, Occupational Health and Safety and programs is stored in a readily accessible location and manner</p> <p>c. Information is accurately and clearly explained to the work team</p> <p>d. Information about the outcomes of risk identification and control procedures is provided to appropriate personnel</p>
<p>2. Implement and monitor procedures for identifying and assessing hazards</p>	<p>a. Existing and potential hazards in the work area are identified and reported</p> <p>b. Identified hazards are assessed in relation to relative risk</p>
<p>3. Implement and monitor procedures for controlling risks</p>	<p>a. Existing risk control measures are implemented, monitored and reviewed</p> <p>b. Work procedures to control risks are implemented and adherence to them by the work group is monitored</p> <p>c. Required improvements to existing risk control measures are identified including required resources for implementation, and reported to appropriate personnel</p> <p>d. Procedures for monitoring and controlling risks provide for a hierarchy of control</p>
<p>4. Plan and supervise housekeeping arrangements</p>	<p>a. Housekeeping tasks are identified and incorporated in enterprise work roles</p> <p>b. Housekeeping equipment is maintained</p> <p>c. Team members are allocated housekeeping tasks and supervised</p> <p>d. Housekeeping procedures and practices are planned to conform with environmental and Occupational Health and Safety requirements</p>
<p>5. Implement and monitor procedures for dealing with hazardous events</p>	<p>a. Workplace procedures for dealing with hazardous events are implemented whenever necessary to ensure that prompt control action is taken</p> <p>b. Hazardous events are investigated to identify causes</p> <p>c. Control measures are implemented to prevent recurrence and minimise risks of hazardous events or issues are referred to designated personnel for implementation</p>

Range of Variables

IMPLEMENT AND MONITOR OH&S PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments e. Procedures implemented may impact on <ul style="list-style-type: none"> e.1. customers, members of the public, contractors and staff e.2. number of designated work groups and hazard types e.3. varying degrees of specification in procedures
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures m. Worksafe Australia and local/state/territory authority papers
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations, legislation, Codes of Practice and Australian Standards may include but is not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Environmental Protection Legislation e. Manual Handling f. First Aid g. Export/Import/Quarantine/Bond requirements h. Emergency Procedures i. Dangerous and Hazardous Goods Regulations j. Water and Road use and license arrangements k. License, Patent or copyright arrangements l. Dangerous goods and air freight regulations m. Confined spaces n. Ergonomics o. Rehabilitation p. Smoke free environment q. Noise

Evidence Guide

IMPLEMENT AND MONITOR OH&S PROCEDURES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service and work effectively with others a.3. convey information in written and oral form a.4. maintain workplace records a.5. negotiate permission for any changes to work practices and existing policies and procedures
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. The unit <i>Follow Occupational Health and Safety Procedures</i> is a prerequisite for this unit b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures a.3. application of relevant industrial legislative requirements a.4. interpreting relevant Occupational Health and Safety Legislation, related Workers Compensation and enterprise policies and procedures including <ul style="list-style-type: none"> a.4.1.1. duty of care for those in supervisory positions a.4.1.2. requirement for the maintenance and confidentiality of records of occupational injury and disease and reporting of accidents and potential risks a.4.1.3. regulations and Codes of Practice in relation to hazards in work area a.4.1.4. requirement of the legislation on employers, suppliers and contractors
4. Resource implications	<ul style="list-style-type: none"> a. Access to workplace policies, legislation and work group or team, access to interpretative advice mechanisms to support decision making
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task a.6. negotiating with staff, contractors and others to implement Occupational Health and Safety procedures a.7. monitoring and reporting on hazards and risk management a.8. recommending improvements to work systems to effect safe work b. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> b.1. issue resolution procedures b.2. job procedures and work instructions b.3. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items b.4. quality assurance procedures (where existing) b.5. security procedures c. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others d. Work shows the significance for the workplace and employees of appropriate practice of Occupational Health and Safety in relation to business effectiveness, employee satisfaction and competitive advantage e. Outcomes reveal fair, consistent and careful co-ordination of Occupational Health and Safety processes
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	3	3	3	3

Unit TDT F7 97A IMPLEMENT EMERGENCY/ACCIDENT PROCEDURES

Field F Occupational Health and Safety

DESCRIPTION:

The implementation of emergency/accident procedures by designated personnel

ELEMENT	PERFORMANCE CRITERIA
1. Respond to the incident	<ul style="list-style-type: none"> a. Details of incidents, accidents and emergencies are received, analysed and confirmed b. Immediate co-ordination requirements are identified and actioned in accordance with organisation procedures c. Travel to the incident site is by the shortest, fastest, legal means and routes
2. Conduct on-site activities	<ul style="list-style-type: none"> a. Control of site activities is assumed on arrival and the operator and other authorities present are informed of this action b. Assistance is provided to clients and operators within the limitations of duty of care and organisation requirements c. Details of personnel, including names and nature of injuries are notified to relevant personnel following enterprise procedures d. Assistance is provided to relevant authorities within legal and policy limitations
3. Complete follow-up actions	<ul style="list-style-type: none"> a. Details of affected personnel, including names, nature of injuries and follow-up treatments are notified to next-of-kin in accordance with organisation procedures b. Incidents resulting in a near miss, accident or emergency are investigated and a report, including recommendations, is completed in accordance with enterprise policies and procedures c. Accident procedures and emergency plans are reviewed for effectiveness and recommendations for changes are prepared and submitted to appropriate persons

Range of Variables

IMPLEMENT EMERGENCY/ACCIDENT PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments e. Assistance required may range from treating simple injuries to application and monitoring of life support systems.
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures m. Australian Standard AS1885.1 n. IMDG code markings and where applicable emergency information panels
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations, legislation, Codes of Practice and Australian Standards may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. First Aid e. Confined spaces f. Dangerous goods and air freight regulations g. Environmental Protection Legislation h. Emergency Procedures i. Manual handling

Evidence Guide

IMPLEMENT EMERGENCY/ACCIDENT PROCEDURES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. respond to the incident and assess appropriate, prompt actions a.3. comply with organisational procedures, admission of liability policy, legal and co-ordination requirements a.4. exercise control and self control a.5. render assistance and exert personal control at the scene a.6. isolate and co-ordinate safety of the scene a.7. investigate and report on accident/emergency situation a.8. resolve co-ordination issues with other organisations and operators
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment, management and site operating systems a.3. application of organisation accident procedures, relevant legislation and regulations a.4. means to control and organise the accident scene, provide practical assistance and co-operate with others at the scene a.5. application of relevant industrial requirements a.6. relevant bond, quarantine or other legislative requirements a.7. identification and correct use of equipment, processes and procedures
4. Resource implications	<ul style="list-style-type: none"> a. Access to real or simulated accident scene and procedures
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Application of knowledge and skills to <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task b. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> b.1. hazard policies and procedures including Codes of Practice: b.2. emergency, fire and accident procedures b.3. the use of personal protective clothing and equipment conforming to b.4. industry standards according to the nature of the task b.5. hazard identification b.6. issue resolution procedures b.7. job procedures and work instructions b.8. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items b.9. quality assurance procedures (where existing) b.10. security procedures b.11. following recognised housekeeping processes b.12. waste, pollution and recycling management processes c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures d. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others e. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	2	2

Unit TDT F8 97B PROVIDE FIRST-AID IN THE WORKPLACE

Field F Occupational Health & Safety

DESCRIPTION:

Knowledge and skills to provide first aid in the workplace in accordance with applicable state/territory regulations

ELEMENT	PERFORMANCE CRITERIA
8. Assess first aid needs	n. The safety of injured person, bystanders and self in an accident situation is assessed in accordance with first aid procedures o. The condition of the injured or ill person is assessed in accordance with first aid procedures
9. Respond to first aid needs within limitations of duty of care	o. Wounds, injuries and minor disorders are correctly managed until medical assistance is available in accordance with first aid procedures p. Emergency is dealt with effectively in accordance with enterprise procedures q. One person and two person Cardio Pulmonary Resuscitation (CPR) is performed following safety procedures r. Correct techniques for moving sick/injured persons are used as appropriate

Range Of Variables

PROVIDE FIRST-AID IN THE WORKPLACE

VARIABLE	SCOPE
7. <i>Workplace context</i>	<ul style="list-style-type: none"> m. This unit covers work of transport and distribution personnel for the delivery of valuables, secured products, documents and materials n. Work performed under general or limited supervision o. Customers may be internal or external p. Operations conducted day or night q. Hazards may include <ul style="list-style-type: none"> q.1. Vehicular and pedestrian traffic q.2. Firearm handling q.3. Persons with felonious intent q.4. Uneven ground, steps, road surfaces q.5. Dust and vapours q.6. Hazardous or dangerous materials q.7. Humidity, air temperature r. Consultative processes may involve <ul style="list-style-type: none"> r.1. Clients r.2. Police r.3. Other employees and supervisors r.4. Management r.5. Occupational Health and Safety specialists r.6. Medical personnel r.7. First aid instruction r.8. Other professional or technical staff
8. Sources of information/documents may include but are not limited to	<ul style="list-style-type: none"> bb. Operations manuals cc. Induction documentation dd. Competency standards and training materials ee. Manufacturer's specifications ff. HAZCHEM codes and dangerous/hazardous goods gg. Enterprise operating procedures and policies hh. Supplier and/or client instructions ii. Materials safety data sheets jj. Communications technology equipment, oral, aural or signed communications kk. Work procedures and practices ll. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> ll.1. Enterprise agreements and awards ll.2. Occupational Health & Safety procedures mm. Applicable State, Territory, Commonwealth legislation and regulations which relate to <ul style="list-style-type: none"> mm.1. Occupational Health & Safety regulations and legislation mm.2. Manual Handling mm.3. Fire arms acts mm.4. Licensing and permits for firearms and security occupations mm.5. Dangerous goods mm.6. Traffic Acts nn. Standards and certification requirements oo. Quality assurance procedures pp. Emergency procedures
9. Job role specific factors	<ul style="list-style-type: none"> e. Provision of first aid in accordance with enterprise procedures and state/territory regulations

Evidence Guide

PROVIDE FIRST-AID IN THE WORKPLACE

13. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> c. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> c.1. Communicate effectively in written and verbal modes c.2. Identify vital signs and monitor condition of patient(s) c.3. Apply EAR and CPR c.4. Comfort and support patient(s) c.5. Follow procedures c.6. Work cooperatively as part of a team c.7. Locate, interpret and apply relevant information c.8. Identify and safely handle equipment and goods c.9. Apply hierarchy of control c.10. Use safety precautions appropriate to the task
14. Interdependent assessment of units	<ul style="list-style-type: none"> c. This unit of competency may be assessed in conjunction with other units that form part of a job role or function.
15. Required knowledge and skills may include	<ul style="list-style-type: none"> c. Display of the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> c.1. Implications of Occupational Health & Safety legislation and codes of practice c.2. Appropriate first aid measures c.3. Appropriate identification of symptoms and appropriate first aid treatment c.4. Referrals to appropriate internal personnel or external medical services made when required c.5. Requirements for approved work procedures and relevant equipment c.6. Application of relevant agreements, codes of practice or other legislative requirements c.7. Identification and correct use of equipment, processes and procedures c.8. Planning own work including predicting consequences and identifying improvements c.9. First aid competence
16. Resource implications	<ul style="list-style-type: none"> c. Access to simulated or real incident
17. Consistency in performance may include	<ul style="list-style-type: none"> r. Establishes effective working relationships with colleagues s. Maintains confidentiality of customers, enterprise operations, equipment and materials carried t. Modifies work practices to cater for variations in Workplace contexts and environments u. Work consistently shows evidence of application of relevant enterprise procedures including <ul style="list-style-type: none"> u.1. Hazard policies and procedures including Codes of Practice u.2. Emergency, fire and accident procedures u.3. The use of personal protective clothing and equipment u.4. Industry standards according to the nature of the task u.5. Hazard identification v. Effectively negotiates to resolve issues and problems w. Demonstrates consistency of performance over a period of time and in a range of contexts x. Shows evidence of application of relevant enterprise procedures including <ul style="list-style-type: none"> x.1. Codes of practice, hazard policies and procedures x.2. Issue resolution procedures x.3. Job procedures and work instructions x.4. Guidelines relating to the safe use of equipment x.5. Quality assurance procedures (where existing) x.6. Security procedures x.7. Housekeeping processes x.8. Waste, pollution and recycling management processes y. Action taken promptly – accidents and incidents reported within regulatory requirements and following enterprise procedures z. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
18. Context for assessment	<ul style="list-style-type: none"> c. Assessment may occur on the job or in a simulated work environment

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
2	2	2	2	2	2	2

Unit TDT F9 97A CONDUCT CLEANING OPERATIONS IN ENCLOSED SPACES

Field F Occupational Health and Safety

DESCRIPTION:

Safe and effective conduct of cleaning operations in enclosed spaces

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify risks and plan operation</p>	<ul style="list-style-type: none"> a. Requirements for the cleaning operation are assessed b. Potential risks or hazards to self, the environment or others are identified c. Relevant information including workplace procedures and safety codes identified and read d. Cleaning and personal protection equipment and consumables are identified e. Requirements assembled in accordance with national standards, safety codes and workplace procedures f. Work is planned identifying <ul style="list-style-type: none"> f.1. sequence f.2. precautions for self, others and work area f.3. relevant workplace procedures to be followed f.4. emergency precautions, tests and procedures f.5. evacuation and rescue procedures
<p>2. Clean required enclosed space</p>	<ul style="list-style-type: none"> a. Unauthorised persons are removed from the work area b. Engineering and personal safety equipment used c. Unwanted labels are removed d. Cleaning products, where used, are mixed in accordance with manufacturer's and workplace instructions e. Containers are swept out and washed so that mud, grime and any residue from products stored in the container is removed f. Security of chemicals and equipment is maintained g. Run off is contained and wastes are disposed of in accordance with local laws and enterprise procedures h. Relevant documentation is completed i. Equipment used for the process is checked and stored j. Worksite is checked and returned to operational status

Range of Variables

CONDUCT CLEANING OPERATIONS IN ENCLOSED SPACES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments e. Cleaning operations may be of containers or other enclosed spaces
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in enclosed spaces c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures m. Australian Standards AS 2865 – Safe Working in a Confined Space Code
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

CONDUCT CLEANING OPERATIONS IN ENCLOSED SPACES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service and work effectively with others a.3. convey information in written and oral form a.4. maintain workplace records a.5. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.6. follow the designated work plan for the job a.7. plan, use and effect emergency and rescue operations a.8. test for contaminant gases
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays in job role knowledge and skills including <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment, management and site operating systems a.3. impact of job on enterprise and individual performance a.4. application of relevant industrial requirements a.5. relevant bond, quarantine or other legislative requirements a.6. identification and correct use of equipment, processes and procedures used within context of the job a.7. modifying activities dependant on differing workplace contexts, risk situations and environments a.8. estimation of size, shape and special requirements of loads a.9. identification of container and goods coding, IMDG markings and where applicable Emergency Information Panels a.10. eye hand coordination
4. Resource implications	<ul style="list-style-type: none"> a. Enclosed spaces requiring cleaning, test equipment for atmosphere within space
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task b. Cleaning operations cause no damage to self, area cleaned, or environment c. Work is conducted safely d. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> d.1. hazard policies and procedures including codes of practice d.2. emergency, fire and accident procedures d.3. the use of personal protective clothing and equipment conforming to Industry Standards according to the nature of the task d.4. hazard identification d.5. issue resolution procedures d.6. job procedures and work instructions d.7. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items d.8. quality procedures (where existing) d.9. security procedures d.10. following recognised housekeeping processes d.11. waste, pollution and recycling management processes e. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures f. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others g. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT F10 97A APPLY FATIGUE MANAGEMENT STRATEGIES

Field F Occupational Health and Safety

DESCRIPTION:

Basic knowledge and skills to recognise the causes and effects of fatigue for drivers and to manage fatigue in the driving environment in accordance with the requirements of the *National Fatigue Management Regime*

ELEMENT	PERFORMANCE CRITERIA
1. Identify and act upon signs of fatigue	<ul style="list-style-type: none">a. Potential causes of fatigue are monitored and action taken to minimise their effects in accordance with company proceduresb. Personal warning signs of fatigue are recognised and necessary steps are taken in accordance with company procedures to ensure that effective driving capability is maintained
2. Implement strategies to minimise fatigue	<ul style="list-style-type: none">a. Routes and schedules are assessed and planned to minimise fatigueb. Factors which increase the risk of fatigue-related crashes are understood and minimisedc. Strategies to manage on-road fatigue are implemented in accordance with company policyd. Lifestyle choices are made which promote the effective long-term management of fatiguee. Effective practices in combating driver fatigue are adopted and appliedf. Personal fatigue management strategies are communicated to other relevant peopleg. Appropriate counter measures are planned to combat fatigue

Range of Variables

APPLY FATIGUE MANAGEMENT STRATEGIES

VARIABLE	SCOPE
1. Types of vehicles	a. includes all vehicles
2. Workplace environment:	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces , exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in all weather conditions, day and night
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/legislation	a. includes legislative requirements for reporting accidents
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those for prescribed by the relevant traffic authority and company

Evidence Guide

APPLY FATIGUE MANAGEMENT STRATEGIES

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of causes and effects of fatigue and strategies to prevent fatigue b. Assessment must confirm the ability to recognise signs of fatigue and take appropriate action
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit usually is assessed in conjunction with any of the specialised relevant units in the driving vehicles field
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Causes and effects of fatigue on drivers a.2. Strategies to manage on-road fatigue a.3. Factors which increase fatigue-related accidents a.4. Lifestyles which promote the effective long term management of fatigue b. Underpinning skills <ul style="list-style-type: none"> b.1. Fatigue management b.2. Recognition of warning signs of fatigue b.3. Assertiveness
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to relevant vehicle
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competency must be demonstrable in a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of work processes and procedures; oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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2	2	2	2	1	2	1
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Unit TDT F11 97A CARE FOR THE ENVIRONMENT

Field F Occupational Health and Safety

DESCRIPTION:

Basic knowledge and skills to ensure that all required precautions are taken by drivers to protect the environment driving a vehicle in the road transport industry

ELEMENT	PERFORMANCE CRITERIA
1. Minimise the effects of pollution while driving	a. Precautions are taken to ensure spilt fuel, lubricants and chemical do not pollute the environment b. Vehicles are driven efficiently to minimise pollution of the air environment through excessive exhaust emissions c. Unnecessary running of the engine is avoided to minimise pollution of the air environment
2. Minimise the effects of pollution while maintaining the vehicle	a. Routine checks are conducted or organised to ensure emission control equipment on vehicle is operating correctly b. Suitable precautions are taken during the cleaning of vehicles not to pollute the environment c. Rubbish is deposited in designated rubbish disposal bins
3. Transport environmentally hazardous materials safely	a. Materials safety data sheets are completed in accordance with government regulations and company requirements b. Waste and effluent is disposed of in accordance with government regulations and government policy c. Routes for vehicles carrying hazardous and noxious loads are planned to minimise the risk to the environment in the event of accident or spillage

Range of Variables

CARE FOR THE ENVIRONMENT

VARIABLE	SCOPE
1. Environment	a. includes all environments, for example, indoor, outdoor, marine, atmospheric
2. Pollutants	a. includes all pollutants, oils, gas, Rubbish, noise, wastes
3. Workplace environment	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in all weather conditions, day and night
4. Level of Supervision	a. may be limited or minimum supervision
5. OH and S Standards	a. as per company and statutory requirements
6. Regulations/Legislation	a. includes environment protection and waste and effluent disposal regulations
7. Documentation and Reporting Systems	a. as per company requirements
8. Procedures	a. procedures are those for prescribed by the relevant traffic authority and company

Evidence Guide

CARE FOR THE ENVIRONMENT

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of environmental protection requirements and ways in which drivers and other personnel can avoid or minimise pollution to the environment b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit usually is assessed in conjunction with any of the specialised relevant units
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Environment protection regulations a.2. Company policy on environmental procedures a.3. Waste and effluent regulation a.4. Location of rubbish disposal bins a.5. Toxicity of materials typically carried in loads a.6. Emission control checking requirements b. Underpinning skills <ul style="list-style-type: none"> b.1. Recognition of potential pollution risks and ways of minimising them b.2. Route planning b.3. Ability to drive efficiently
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to relevant real or simulated working situations
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for the relevant work situation, by day or night and in varied weather conditions in a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures; quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
1	1	1	1	1	1	2

Unit TDT F12 97A APPLY SAFE HANDLING STRATEGIES WHEN HANDLING EXPLOSIVES OR DANGEROUS GOODS

Field F Occupational Health and Safety

DESCRIPTION:

Knowledge and skills to safely and responsibly transport explosive or dangerous goods to ensure no injury to personnel or damage to environment, equipment or facilities

ELEMENT	PERFORMANCE CRITERIA
1. Drive vehicle in a safe manner	<ul style="list-style-type: none"> a. Safety equipment on vehicle is checked for serviceability and required quantities and types b. Vehicle is driven safely in accordance with the relevant industry driving standards
2. Apply safety guidelines and codes	<ul style="list-style-type: none"> a. Explosives and dangerous goods are conveyed in accordance with the relevant government regulations and codes b. Relevant emergency procedures are assessed relative to each load c. When in convoys or under escort, vehicle is driven in accordance with the relevant codes and as directed by police and/or competent authority d. Emergency procedures are instigated in accordance with the relevant codes and government regulations to ensure precautions are taken consistent with directions set out in the emergency procedures e. Procedures are implemented to minimise damage to equipment, facilities and the environment and minimise injury to personnel
3. Consult with relevant authorities/persons	<ul style="list-style-type: none"> a. Vehicle and/or load incidents are reported to the competent authority, fire brigade and/or police in specified timeframes in accordance with relevant codes and government regulations and assistance is provided to those bodies as requested b. Other persons within affected emergency area are warned about the hazard, and reflector signs are displayed

Range of Variables

APPLY SAFE HANDLING STRATEGIES WHEN HANDLING EXPLOSIVES OR DANGEROUS GOODS

VARIABLE	SCOPE
1. Type of load	a. includes all explosive and dangerous loads, for example, explosives, chemicals, radioactive, flammable, poisonous, infectious, corrosive, combustible loads
2. Workplace environment:	a. includes all road transport situations, for example a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. in the vehicle on the road a.5. at the client's workplace a.6. in all weather conditions, day and night
3. Level of Supervision	a. may be limited or minimum supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Regulations/Legislation	a. Australian Dangerous Goods Code b. Australian Explosives Code c. Code of Practice for the Safe Transport of Radioactive Substances d. state and territory legislation covering the safe handling of infectious substances
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those used for vehicle safety and in an emergency

Evidence Guide

APPLY SAFE HANDLING STRATEGIES WHEN HANDLING EXPLOSIVES FOR DANGEROUS GOODS

1. Critical aspects of evidence	a. Assessment must confirm sufficient knowledge of safety precautions to be taken when driving a vehicle carrying explosives or dangerous goods. Assessment must confirm the ability to apply this knowledge in a real or simulated environment
2. Interdependent assessment of units	a. This unit may be assessed in conjunction with units from the field <i>Load and unload dangerous goods, Load and unload explosives</i>
3. Underpinning skills and knowledge	<p>a. Underpinning knowledge</p> <p>a.1. Relevant government regulations and codes concerning the transport of dangerous goods</p> <p>a.2. Emergency procedures when carrying explosives</p> <p>a.3. Characteristics of, and hazards and risks associated with, different classes of dangerous goods</p> <p>a.4. Handling procedures for, and precautions to be taken, with different classes of dangerous goods</p> <p>a.5. Vehicle safety procedures</p> <p>a.6. Materials Safety Data Sheets</p> <p>b. Underpinning skills</p> <p>b.1. Basic oral and written communication</p> <p>b.2. Reading and interpreting simple statements</p> <p>b.3. Recognition of hazards in the work environment</p> <p>b.4. Emergency procedures</p> <p>b.5. Interpretation of relevant codes</p>
4. Resources	a. Assessment of this competency will require access to materials safety data sheets and a real or simulated work environment
5. Consistency	a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<p>a. Competency must be demonstrable in a real or simulated road transport environment</p> <p>b. Assessment of this unit of competence will usually include observation of work processes and procedures; oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology

1	2	1	2	1	2	1
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Unit TDT F13 97A MANAGE BREAKDOWNS AND EMERGENCIES

Field F Occupational Health and Safety

DESCRIPTION:

Basic knowledge and skills to manage breakdowns, accidents and emergencies

ELEMENT	PERFORMANCE CRITERIA
1. Evaluate accident or breakdown situation	<ul style="list-style-type: none">a. Causes and effects of an accident or breakdown situation are identified and clarifiedb. Accident or breakdown coordination procedures are applied in accordance with company policiesc. Assistance is rendered to injured persons within the limitations of duty of care and company requirements
2. Consult with relevant persons/authorities	<ul style="list-style-type: none">a. Details of causes and effects of an accident or breakdown are reported in accordance with company proceduresb. Assistance and co-operation is provided to relevant authorities within legal and company limitationsc. Information about an accident is obtained/and/or exchanged in accordance with legal and company requirements
3. Manage accident/breakdown site	<ul style="list-style-type: none">a. Suitable measures are taken to control, warn, stop or divert traffic at an accident or breakdown siteb. Personal security precautions are taken in accordance with company proceduresc. Assistance is requested to minimise the possibility of further damage to persons or property, in accordance with company policy and relevant rules and regulationsd. Appropriate measures are taken to control and protect an accident site
4. Complete documentation	<ul style="list-style-type: none">a. All required documentation and reports on an accident or breakdown are completed in accordance with company requirements

Range Of Variables

MANAGE BREAKDOWNS AND EMERGENCIES

VARIABLE	SCOPE
1. Types of vehicles	a. includes all commercial road transport vehicles for example, trucks, vans, cars, taxis
2. Type of breakdowns/emergencies	a. may include collisions, spillage, blow-outs, engine failure, bogged vehicle, load shifts, electrical failure, breakdown or accident involving another vehicle
3. Workplace environment:	a. may include all road transport situations, for example <ul style="list-style-type: none"> a.1. operations conducted at day or night a.2. work conducted in confined spaces , exposed conditions and controlled or open environment a.3. in the warehouse and at the depot a.4. on the road a.5. at the client's workplace a.6. in all weather conditions, day and night
4. Level of Supervision	a. may be limited or minimum supervision
5. OH and S Standards	a. as per company and statutory requirements
6. Regulations/legislation	a. legislative requirements for reporting accidents
7. Documentation and Reporting Systems	a. as per company requirements
8. Procedures	a. procedures are those for prescribed by the relevant traffic authority and company

Evidence Guide

MANAGE BREAKDOWNS AND EMERGENCIES

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of procedures to be followed in the event of an accident or breakdown b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit usually is assessed in conjunction with any of the specialised relevant units in the driving vehicles field.
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Procedures to be followed in the event of an accident or breakdown a.2. Duty of care requirements in an accident or breakdown situation b. Underpinning skills <ul style="list-style-type: none"> b.1. Traffic control at an accident site b.2. Reading and interpreting a simple statement
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to road control equipment, accident and breakdown reports
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competency must be demonstrable in a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of work processes and procedures; oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology

Information				Techniques		
2	2	1	1	1	2	1

Unit TDT F14 98A DEVELOP AND MAINTAIN A SAFE WORKPLACE

Field F Occupational Health and Safety

DESCRIPTION:

Skills and knowledge required to implement Occupational Health and Safety requirements set down in legislation, standards and the organisation's policies and practices. A key component of this role is promoting and monitoring a safe workplace and environment.

ELEMENT	PERFORMANCE CRITERIA
1. Provide and inform personnel about OH&S legislation, codes and standards	<ul style="list-style-type: none"> a. Legislation, standards and the organisation's policies and practices relevant to the creation and maintenance of a safe workplace and environment are made available to individuals/teams b. Arrangements are made to provide information in a language, style and format which is understood by colleagues c. Individuals/teams know their legal responsibility for maintaining a safe workplace and environment d. The implications of an unsafe workplace and environment is clear to all within the workplace
2. Plan and implement safety requirements	<ul style="list-style-type: none"> a. Health and Safety risk assessments are made as part of all production planning exercises b. Policy and procedures are developed to implement requirements for a safe workplace c. Work practices are planned with colleagues to ensure compliance with workplace and environmental legislation and standards d. Safe operating procedures are documented and communicated e. Work practices are implemented in accordance with requirements specified in legislation and standards for safe workplaces and environments f. Effective induction and supervision is provided to support colleagues in managing their organisational responsibilities g. Purchasing policy for the provision of goods and services is informed by OH&S considerations
3. Monitor, adjust and report safety performance	<ul style="list-style-type: none"> a. Hazards are identified, assessed and prioritised for action b. Controls are selected to minimise risks to health and safety c. Waste recycling, reduction and disposal is carried out within legislative and organisational requirements d. Recommendations for improvements to meet legislation and associated standards are submitted to designated persons/groups e. Individuals/teams are informed of improvements and alterations to Occupational Health and Safety procedures in the workplace f. Systems, records and reporting procedures are maintained according to legislative requirements
4. Investigate and report non-conformance	<ul style="list-style-type: none"> a. Non-conformance is investigated and dealt with according to legislative requirements b. Colleagues are supported to acquire and apply competencies to meet legislative requirements and the associated standards c. Changes to operations and practices are implemented to ensure that non-conformance is not repeated
5. Evaluate the Occupational Health and Safety system and related policies, procedures and programs	<ul style="list-style-type: none"> a. The effectiveness of the Occupational Health and Safety system and related policies, procedures and programs are assessed b. Improvements to the Occupational Health and Safety system are identified and reported to appropriate personnel

Range of Variables

DEVELOP AND MAINTAIN A SAFE WORKPLACE

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. Work may be undertaken in various work environments in Transport and Distribution Industries b. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies c. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise d. Customer and supplier contact and co-ordination is a requirement of these operations
2. Job role context	<ul style="list-style-type: none"> a. Operates under general guidance on progress and outcomes of work b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures c. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams
3. Work activities require the application of:	<ul style="list-style-type: none"> a. Relevant workplace procedures including: <ul style="list-style-type: none"> a.1. enterprise policies and procedures a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.3. quality assurance procedures (where existing) a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures b. Relevant agreements, codes of practice and other legislative requirements c. Appropriate workplace language and communication strategies and interpretation of relevant information
4. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Quality or enterprise work specifications and procedures b. Manufacturer's specifications and/or suppliers handling and storage advice c. Workplace operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Communications technology equipment, oral, aural or signed communications g. Personal and work area work procedures and practices h. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> h.1. workplace agreements and awards h.2. occupational health & safety procedures i. Applicable State, Territory, Commonwealth legislative framework and guidance material concerning: <ul style="list-style-type: none"> i.1. Occupational Health & Safety in terms of duties of employers, employees, suppliers and contractors i.2. Workplace Relations i.3. Workers Compensation i.4. Hazardous substances and dangerous goods i.5. Environment Protection i.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action i.7. Manual handling, Rehabilitation, Confined space, Noise, Ergonomics j. Standards and certification requirements k. License, Patent or copyright arrangements l. Quality assurance procedures m. Emergency procedures
5. Unit specific factors	<ul style="list-style-type: none"> a. Work is performed within defined area of responsibility where the process for consultation may include: <ul style="list-style-type: none"> a.1. Occupational Health and Safety committee a.2. consultation with health and safety representatives a.3. issue resolution procedures a.4. participative and consultative procedures as required by Legislation, Awards and workplace agreements a.5. those staff responsible for work activities which may produce changes to the workplace and additional hazards

Evidence Guide

DEVELOP AND MAINTAIN A SAFE WORKPLACE

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. apply leadership skills to occupational health and safety projects including the selection and employment of specialists, allocation and delegation of tasks, taking into account task requirements and organisational policy</p> <p>a.2. suggest improvements to work operations and negotiate changes to improve health and safety</p> <p>a.3. mediate and resolve issues involving health and safety maximising positive outcomes for the organisation and the individuals within it</p> <p>a.4. apply techniques to encourage appropriate participation of team / group members and external organisations or individuals with relevant expertise in improving personal and organisational compliance with occupational health and safety policy and procedures</p> <p>a.5. research, interpret and apply relevant information appropriate to occupational health and safety management</p> <p>a.6. use consultative processes and work effectively with others to achieve health and safety objectives</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. relevant Occupational Health and Safety legislation and Codes of Practice</p> <p>a.2. the systems of risk control recognising the significance of Occupational Health and Safety in relation to for effective workplace operation</p> <p>a.3. the significance of other management systems and procedures for Occupational Health and Safety</p> <p>a.4. the particular technical and people management requirements of the specific work area</p> <p>a.5. enterprise business policies and plans including procedures for purchasing, introduction of changed work practices and equipment as well as occupational health and safety</p> <p>a.6. selection and appropriate application of technology, information systems and procedures to improve health and safety compliance, information systems and reporting requirements</p>
4. Resource implications	a. Occupational health and safety projects requiring execution
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Legislative requirements are met in any service provision or design</p> <p>c. Modifies activities to cater for variations in workplace contexts and environment</p> <p>d. Demonstrates consistency of performance over time and in a range of contexts</p> <p>e. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</p> <p>f. Consistent application of relevant State, Territory and Commonwealth Occupational Health and Safety legislation, and Codes of Practice, particularly:</p> <p>f.1. general duty of care</p> <p>f.2. requirements for the maintenance of confidential records of occupational injury and disease</p> <p>f.3. provision of information, training and assessment</p> <p>f.4. issue resolution, counselling and disciplinary processes</p> <p>g. Evaluations and system improvement processes improve health, safety and welfare outcomes</p> <p>h. Workplace procedures comply with regulatory and legislative requirements for duty of care, training, supervision and technical compliance</p> <p>i. Organisational performance is improved through improved occupational health and safety practices</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	2	3	3

Unit TDT G1 97A WORK EFFECTIVELY WITH OTHERS

Field G Teamwork

DESCRIPTION:

Basic knowledge and skills to effectively work as a member of a group or team

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Contribute to determination of appropriate work roles	<ul style="list-style-type: none">a. Work roles of each group member are identified based on information and instructions about objectives, performance requirements and proceduresb. Contributions are made to assist in the determination of the appropriate roles and responsibilities for the successful completion of the activity
2. Contribute to the planning of the activity	<ul style="list-style-type: none">a. Suggestions and information are provided as appropriate to contribute to the planning of the activity and the associated procedures
3. Work with others	<ul style="list-style-type: none">a. Forms of communication appropriate to the activity are usedb. Assistance in the completion of the activities is requested where appropriatec. Contributions to the achievement of a required outcome are maded. Work is undertaken in accordance with specified procedures on an individual and shared basis as appropriatee. Problems are discussed and resolved where possible through agreed and accepted processesf. Suggestions for improvements to processes are made and discussed within the team

Range of Variables

WORK EFFECTIVELY WITH OTHERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Teams may be established for special work purposes or normal work teams d. Consultative processes may involve <ul style="list-style-type: none"> d.1. staff members d.2. management d.3. union representatives d.4. industrial relations, Occupational Health and Safety specialists d.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

WORK EFFECTIVELY WITH OTHERS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service and work effectively with others a.3. convey information in written and oral form a.4. maintain workplace records a.5. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.6. follow the designated work plan for the job a.7. operate in a team to complete a work oriented activity a.8. contribute to collective planning, cooperative work and effective outcomes for the activity
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures a.3. impact of job on enterprise and individual performance a.4. application of relevant industrial or other legislative requirements a.5. identification and correct use of equipment, processes and procedures a.6. modifying activities dependant on differing workplace contexts and environment a.7. use of appropriate communication strategies including appropriate body language and conservation a.8. providing support to other team members
4. Resource implications	<ul style="list-style-type: none"> a. Access to team and team based activity
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task b. Contributes to teamwork planning, including setting objectives, time-lines and evaluating outcomes of the project c. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> c.1. hazard policies and procedures including Codes of Practice c.2. issue resolution procedures c.3. job procedures and work instructions c.4. relevant guidelines relating to the use of equipment c.5. quality assurance procedures (where existing) c.6. security procedures c.7. following recognised housekeeping processes c.8. waste, pollution and recycling management processes d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	2

Unit TDT G2 97A LEAD WORK TEAM OR GROUP

Field G Teamwork

DESCRIPTION:

Leading, participating in, facilitating and empowering work teams/groups within the enterprise

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Participate in team/group planning	<ul style="list-style-type: none">a. Requirements of a team/group task are identified and clarified in conjunction with other team or group members to ensure appropriate interpretation of specifications and in accordance with enterprise requirementsb. Task is interpreted and relevant steps are identified in conjunction with other team/group members to ensure efficient conduct of work to meet specifications and enterprise requirementsc. Steps are planned in conjunction with the work of other personnel to allow achievement of practical outcomes according to enterprise and/or manufacturer's procedures
2. Manage and develop team/group performance	<ul style="list-style-type: none">a. Task activities are assigned to team/group members based on their areas of competence and expertise and their availabilityb. Team/group members are advised on symptoms and effects of fatigue, drugs and alcohol, safe lifting techniques and other Occupational Health and Safety policiesc. Performance measures and requirements are agreed upon between team/group members in accordance with enterprise procedures
3. Participate in and facilitate the work team/group	<ul style="list-style-type: none">a. Work activity is organised and carried out with other involved team/group members and personnel using relevant communication processes to ensure safe, unambiguous and appropriate sequencing of tasksb. Individuals and teams/groups are actively encouraged to take individual and joint responsibility
4. Document and review work team/group tasks	<ul style="list-style-type: none">a. All necessary documentation related to job planning and progress is completed and recorded in accordance with statutory, manufacturer's and enterprise requirementsb. The outcomes of the team's/group's task activities is compared with the planned objectives, task instructions and specifications to ensure all requirements have been met

Range of Variables

LEAD WORK GROUP OR TEAM

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

LEAD WORK TEAM OR GROUP

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. apply leadership skills to the completion of work team projects a.2. apply techniques to encourage appropriate participation of team/group members a.3. identify requirements of tasks and organise planning, job completion and evaluation stages a.4. locate, interpret and apply relevant information a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form a.7. maintain workplace records a.8. allocate tasks considering work and individual development requirements
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. focus of operation of work systems, equipment, management and site operating systems a.2. enterprise business policies and plans a.3. competencies and development opportunities for individuals in the team/group a.4. application of relevant industrial and legislative requirements a.5. coaching and mentoring approaches a.6. enterprise policies and procedures for accessing staff training and development activities
4. Resource implications	<ul style="list-style-type: none"> a. Operational team or group, projects requiring execution
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Application of knowledge and skills to planning of group or team work including when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task b. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> b.1. hazard policies and procedures including Codes of Practice b.2. issue resolution procedures b.3. job procedures and work instructions b.4. quality assurance procedures (where existing) b.5. security procedures b.6. Action taken promptly-accidents and incidents reported following enterprise procedures c. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others d. Work completed systematically with attention to detail
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

Unit TDT G4 98A UNDERTAKE WORKPLACE ORIENTATION

Field G Teamwork

DESCRIPTION:

Knowledge and skills required to apply workplace procedures to work conduct

ELEMENT	PERFORMANCE CRITERIA
1. Identify major zones of the workplace, in terms of functions, organisational structures & occupation	a. Layout of the workplace, the flow of goods and the work activities conducted in each zone are identified b. Organisational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined c. The types of storage facilities in the workplace, their purpose and (any) risk factors attached to them is identified d. Equipment and technology used in the workplace is outlined in terms of function and physical characteristics e. Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties
2. Apply ethical practices	a. Workplace procedures, regulations and legislation appropriate to the position are identified and followed b. Commitments and undertakings to clients, colleagues and supervisors are met c. Required confidentiality is maintained d. Appropriate codes of acceptable and ethical work practices are applied e. Workplace security policies are identified including the relationship to personal job role
3. Receive and act constructively on personal feedback	a. Suggestions on ways to improve work are sought regularly from appropriate personnel b. Feedback is acted upon as required to improve work performance

Range Of Variables

UNDERTAKE WORKPLACE ORIENTATION

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work of couriers/deliverers/deliverers for the delivery of products, documents and materials b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night, on or off base site e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. uneven ground, steps, road surfaces e.3. dust and vapours e.4. hazardous or dangerous materials e.5. humidity, air temperature and radiant heat e.6. light including UV e.7. noise f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. other employees and supervisors f.3. management f.4. union representatives f.5. industrial relations, Occupational Health and Safety specialists f.6. other professional or technical staff f.7. local government authorities
2. Sources of information / documents may include but are not limited to:	<ul style="list-style-type: none"> a. Operations manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications f. HAZCHEM codes and dangerous/hazardous goods g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. Workplace Relations Act(s) m.3. Workers Compensation m.4. Licensing requirements for driving and carrying particular classes of goods m.5. Dangerous goods m.6. Environment Protection Legislation m.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation m.8. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Work may involve courier deliveries, related clerical, packing and or load shifting activities

Evidence Guide

UNDERTAKE WORKPLACE ORIENTATION

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. Communicate effectively in writing a.2. responds appropriately to telephone and verbal inquiries a.3. explain the purpose and requirements of the customers needs and the impact of that relationship to industry, company structure, business systems, environment, legal and government requirements a.4. identify workplace structure and services, roles and responsibilities of the individual's authority system and contacts a.5. describe workplace operating principles and requirements for workplace documentation a.6. describe employer and employee obligations under award, employment contract, occupational health and safety and other legislation in relation to engagement, working times and conditions, dismissal and discipline a.7. identify enterprise products and services a.8. use appropriate communication strategies and equipment a.9. locate, interpret and apply relevant information a.10. maintain workplace records and documentation a.11. identify and safely handle equipment and goods a.12. apply hierarchy of control a.13. use where necessary safety precautions appropriate to the task
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. implications of Occupational Health & Safety legislation and codes of practice a.2. permit and licence requirements a.3. operational procedures for a.4. company work procedures a.5. requirements of courier work systems/operations and relevant equipment a.6. application of relevant agreements, codes of practice or other legislative requirements a.7. identification and correct use of equipment, processes and procedures a.8. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Access to workplace structure and policy</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Maintains confidentiality of customers, clients and materials carried c. Modifies work practices to cater for variations in workplace contexts and environments and in accordance with company guidelines as appropriate d. Work consistently shows the application of knowledge and skills when: <ul style="list-style-type: none"> d.1. establishing plans d.2. describing consequences d.3. completing tasks d.4. identifying improvements d.5. applying safety precautions relevant to the task e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Effectively negotiates to resolve issues and problems g. Uses organisational structures effectively to complete work operations h. Demonstrates consistency of performance over a period of time and in a range of contexts i. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> i.1. codes of practice, hazard policies and procedures i.2. issue resolution procedures i.3. job procedures and work instructions i.4. guidelines relating to the safe use of equipment i.5. quality assurance procedures (where existing) i.6. security procedures i.7. housekeeping processes i.8. waste, pollution and recycling management processes j. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures k. Work completed systematically without injury to self or others or damage to goods, equipment or vehicles involved in delivery
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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1	1	2	1	1	1	1
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DESCRIPTION:**Skills and knowledge to apply self organisation of work and work planning**

ELEMENT	PERFORMANCE CRITERIA
1. Organise and accept responsibility for own workload	<ul style="list-style-type: none"> a. Priorities and deadlines are established in consultation with others (as appropriate) and recorded b. Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected c. Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions d. Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to supervisory staff e. Additional support to improve work is communicated clearly to appropriate personnel
2. Participate in identifying and meeting own learning needs	<ul style="list-style-type: none"> a. Operations of the workplace, workplace equipment and focus of endeavour identified b. Organisational structure, career paths and training opportunities appropriate to the enterprise are identified c. Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements d. Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others
3. Plan and organise a personal daily routine	<ul style="list-style-type: none"> a. Daily routine is planned to take into account rosters, industrial agreements and workplace procedures b. Clarification of requirements of tasks is sought when appropriate c. Achievable time and other performance measures are agreed d. Tasks are completed with variations to plan identified and reported e. Inability to complete operations are relayed to appropriate personnel in accordance with workplace procedures

Range Of Variables

ORGANISE TRANSPORT WORKLOAD

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work of drivers within the Road Transport industry b. Work normally performed under generally indirect supervision c. Customers may be internal or external d. Operations conducted day or night, on or off base site e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. uneven ground, steps, road surfaces e.3. dust and vapours e.4. hazardous or dangerous materials e.5. humidity, air temperature and radiant heat e.6. light including UV e.7. noise f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. other employees and supervisors f.3. management f.4. union representatives f.5. industrial relations, Occupational Health and Safety specialists f.6. other professional or technical staff
2. Sources of information / documents may include but are not limited to:	<ul style="list-style-type: none"> a. Operations manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications f. HAZCHEM codes and dangerous/hazardous goods g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. Workplace Relations Act(s) m.3. Workers Compensation m.4. Licensing requirements for driving and carrying particular classes of goods m.5. Dangerous goods m.6. Environment Protection Legislation m.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation m.8. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Work activities may be routine or adopted for purpose involving courier deliveries, related clerical, packing and or load shifting activities and activities associated with the planning of work

Evidence Guide

ORGANISE TRANSPORT WORKLOAD

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. select appropriate means to secure loads within requirements for safe handling of goods and vehicle</p> <p>a.2. communicate effectively in writing</p> <p>a.3. responds appropriately to telephone and verbal inquiries</p> <p>a.4. identify hazards associated with the goods to be transported</p> <p>a.5. identify required permits</p> <p>a.6. use appropriate communication strategies and equipment</p> <p>a.7. locate, interpret and apply relevant information</p> <p>a.8. maintain workplace records and documentation</p> <p>a.9. identify and safely handle equipment and goods</p> <p>a.10. apply hierarchy of control</p> <p>a.11. use where necessary safety precautions appropriate to the task</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. implications of Occupational Health & Safety legislation and codes of practice</p> <p>a.2. permit and licence requirements</p> <p>a.3. operational procedures for</p> <p>a.4. company work procedures</p> <p>a.5. requirements of courier work systems/operations and relevant equipment</p> <p>a.6. application of relevant agreements, codes of practice or other legislative requirements</p> <p>a.7. identification and correct use of equipment, processes and procedures</p> <p>a.8. planning own work including predicting consequences and identifying improvements</p>
4. Resource implications	a. Job role or tasks, operating procedures
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Maintains confidentiality of customers, clients and materials carried</p> <p>c. Modifies work practices to cater for variations in workplace contexts and environments</p> <p>d. Work consistently shows the application of logical planning in the sequencing of tasks</p> <p>e. Effectively negotiates to resolve issues and problems</p> <p>f. Uses organisational structures effectively to complete work operations</p> <p>g. Demonstrates consistency of performance over a period of time and in a range of contexts</p> <p>h. Shows evidence of application of relevant workplace procedures including:</p> <p>i. codes of practice, hazard policies and procedures</p> <p>j. issue resolution procedures</p> <p>k. job procedures and work instructions</p> <p>l. guidelines relating to the safe use of equipment</p> <p>m. quality assurance procedures (where existing)</p> <p>n. security procedures</p> <p>o. housekeeping processes</p> <p>p. waste, pollution and recycling management processes</p> <p>q. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>r. Work completed systematically without injury to self or others or damage to goods, equipment or products in production</p>
6. Context for assessment	a. Assessment may occur on the job or in a simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	1	1	1	1

Unit TDT G6 98A PARTICIPATE IN, LEAD AND FACILITATE WORK TEAMS

Field G Teamwork

DESCRIPTION:

Skills and knowledge required to lead, participate in and facilitate the empowerment of work teams/groups; motivate, mentor, coach and develop team members; achieve team cohesion. (Frontline Management Unit)

ELEMENT	PERFORMANCE CRITERIA
1. Participate in team planning	<ul style="list-style-type: none"> a. The team establishes clearly defined goals, purpose, roles, responsibilities and accountabilities within the organisation's goals and objectives b. The team performance plan contributes to the organisation's business plan, policies and practices c. The team agrees to processes to monitor and adjust its performance within the organisation's continuous improvement policies d. The team includes in its plans ways in which it can benefit from the diversity of its membership
2. Develop team commitment and co-operation	<ul style="list-style-type: none"> a. The team uses open communication processes to obtain and share information b. The team encourages and exploits innovation and initiative c. Support is provided to the team to develop mutual concern and camaraderie
3. Manage and develop team performance	<ul style="list-style-type: none"> a. The team is supported in making decisions within agreed roles and responsibilities b. The results achieved by the team contribute positively to the organisation's business plans c. Team and individual competencies are monitored regularly to confirm that the team is able to achieve goals d. Mentoring and coaching supports team members to enhance personal and collective knowledge and skills e. Delegates' performance is monitored to confirm that they have completed the relevant delegation(s)/assignment(s)
4. Participate in, and facilitate the work team	<ul style="list-style-type: none"> a. Team effectiveness is encouraged and enhanced through active participation in team activities and communication processes b. Individuals and teams are actively encouraged to take individual and joint responsibility for actions c. The team receives support to identify and resolve problems which impede performance

Range of Variables

PARTICIPATE IN, LEAD AND FACILITATE WORK TEAMS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. Work may be undertaken in various work environments in Transport and Distribution Industries b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. customers and suppliers b.3. management and union representatives b.4. industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise e. Customer and supplier contact and co-ordination is a requirement of these operations
2. Job role context	<ul style="list-style-type: none"> a. Operates under general guidance on progress and outcomes of work b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures c. A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams
3. Work activities require the application of:	<ul style="list-style-type: none"> a. Relevant workplace procedures including: <ul style="list-style-type: none"> a.1. enterprise policies and procedures a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.3. quality assurance procedures (where existing) a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures b. Relevant agreements, codes of practice and other legislative requirements c. Appropriate workplace language and communication strategies and interpretation of relevant information
4. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Quality or enterprise work specifications and procedures b. Manufacturer's specifications and/or suppliers handling and storage advice c. Workplace operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Communications technology equipment, oral, aural or signed communications g. Personal and work area work procedures and practices h. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> h.1. workplace agreements and awards h.2. occupational health & safety procedures i. Applicable State, Territory, Commonwealth legislation and any related regulations concerning: <ul style="list-style-type: none"> i.1. Occupational Health & Safety in terms of duties of employers, employees, suppliers and contractors i.2. Workplace Relations i.3. Workers Compensation i.4. Hazardous substances and dangerous goods i.5. Environment Protection i.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action j. Standards and certification requirements k. License, Patent or copyright arrangements l. Quality assurance procedures m. Emergency procedures
5. Unit specific factors	<ul style="list-style-type: none"> a. Teams may be new or long established, within a functional area or drawn from across the organisation b. Team membership may be changing on a regular basis or evolving within the overall context of change within the enterprise

Evidence Guide

PARTICIPATE IN, LEAD AND FACILITATE WORK TEAMS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. apply leadership skills to the completion of projects including the allocation and delegation of tasks, taking into account task requirements, development needs and organisational policy</p> <p>a.2. manage own work to achieve organisational goals and required results</p> <p>a.3. provide clear direction when devolving responsibility and accountability</p> <p>a.4. monitor team performance including mediating and resolving issues surrounding diverse work styles, aspirations, cultures and perspective maximising positive outcomes for the organisation and the individuals within it</p> <p>a.5. apply techniques to encourage appropriate participation of team / group members in networking with other teams/groups for mutual benefit</p> <p>a.6. research, interpret and apply relevant information</p> <p>a.7. provide customer/client service and work effectively with others</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. focus of operation of systems, resources, management and workplace operating systems</p> <p>a.2. mechanisms to encourage team decision making, reward and support team achievement</p> <p>a.3. coaching and mentoring approaches to support team members to share knowledge and skills</p> <p>a.4. enterprise business policies and plans including procedures for training and assessment selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	a. Work team, work environment, business procedures
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Legislative requirements are met in any service provision or design</p> <p>c. Modifies activities to cater for variations in workplace contexts and environment</p> <p>d. Demonstrates consistency of performance over time and in a range of contexts</p> <p>e. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</p> <p>f. Consistently considers when allocating tasks :</p> <p>f.1. competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required</p> <p>f.2. enterprise policies including issue resolution and grievance procedures</p> <p>f.3. cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly</p> <p>g. Arranges to achieve goals and results</p> <p>h. Uses consultative approaches to implement and evaluate work projects and processes</p> <p>i. Organisational performance is improved through participation of all team members</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

Unit TDT H1 97B INTERPRET ROAD MAPS AND NAVIGATE ROUTES

Field H Route Planning & Navigation

DESCRIPTION:

Basic knowledge and skills to interpret information from a road map or street directory and follow a predetermined route

ELEMENT	PERFORMANCE CRITERIA
10. Identify and determine the most appropriate route	<ul style="list-style-type: none">p. Street directory and road map symbols are recognised and interpretedq. Points of departure and destination are identified in a directory index and the information used to locate designated places on the appropriate mapr. Directions for a pre-determined route are interpreted and the route traced using a street directory and road maps. Key interactions and other landmarks along the route are identified for use in following the planned routet. Pre-determined route is correctly followed
11. Complete necessary documentation	<ul style="list-style-type: none">s. Required route documentation is completed in accordance with purpose of transportation and with enterprise requirements

Range Of Variables

INTERPRET ROAD MAPS AND NAVIGATE ROUTES

VARIABLE	SCOPE
10. <i>Workplace context</i>	<ul style="list-style-type: none"> s. This unit covers work of transport and distribution personnel for the delivery of valuables, secured products, documents and materials t. Work performed under general or limited supervision u. Customers may be internal or external v. Operations conducted day or night w. Hazards may include <ul style="list-style-type: none"> w.1. Vehicular and pedestrian traffic w.2. Firearm handling w.3. Persons with felonious intent w.4. Uneven ground, steps, road surfaces w.5. Dust and vapours w.6. Hazardous or dangerous materials w.7. Humidity, air temperature x. Consultative processes may involve <ul style="list-style-type: none"> x.1. Clients x.2. Private security personnel x.3. Public sector security personnel x.4. Police x.5. Security consultants x.6. Other employees and supervisors x.7. Management x.8. Union representatives x.9. Industrial relations, Occupational Health and Safety specialists x.10. Other professional or technical staff
11. Sources of information/documents may include but are not limited to	<ul style="list-style-type: none"> qq. Operations manuals rr. Site surveys ss. Induction documentation tt. Competency standards and training materials uu. Job specifications and procedures vv. Enterprise operating procedures and policies ww. Supplier and/or client instructions xx. Communications technology equipment, oral, aural or signed communications yy. Work procedures and practices zz. Level of security clearance aaa. Applicable State, Territory, Commonwealth legislation and regulations which relate to <ul style="list-style-type: none"> aaa.1. Occupational Health & Safety regulations and legislation aaa.2. Licensing requirements for driving and carrying particular classes of goods aaa.3. Traffic Acts bbb. Standards and certification requirements ccc. Quality assurance procedures ddd. Emergency procedures
12. Job role specific factors	<ul style="list-style-type: none"> f.

Evidence Guide

INTERPRET ROAD MAPS AND NAVIGATE ROUTES

19. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> d. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> d.1. Select appropriate means to maintain security of loads within requirements for safe handling and protection of goods, vehicle, personnel and the public d.2. Communicate effectively in written and verbal modes d.3. Respond appropriately to radio, telephone and verbal inquiries d.4. Identify potential hazards associated with the selected transport route d.5. Follow procedures d.6. Identify required permits d.7. Locate, interpret and apply relevant information d.8. Maintain enterprise records and documentation
20. Interdependent assessment of units	<ul style="list-style-type: none"> d. This unit of competency may be assessed in conjunction with other units that form part of a job role or function.
21. Required knowledge and skills may include	<ul style="list-style-type: none"> d. Display of the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> d.1. Implications of Occupational Health & Safety legislation and codes of practice d.2. Permit and licence requirements d.3. Route reporting requirements d.4. Typical road conditions and traffic flows at various times of the day on regular routes d.5. Map symbols d.6. Basic town and suburb locations d.7. Requirements for approved work procedures and relevant equipment d.8. Application of relevant agreements, codes of practice or other legislative requirements d.9. Identification and correct use of equipment, processes and procedures d.10. Planning own work including predicting consequences and identifying improvements
22. Resource implications	<ul style="list-style-type: none"> d. Access to maps, street directories
23. Consistency in performance may include	<ul style="list-style-type: none"> aa. Establishes effective working relationships with colleagues bb. Maintains confidentiality of customers, enterprise operations, equipment and materials carried cc. Modifies work practices to cater for variations in Workplace contexts and environments dd. Work consistently shows the application of the ability to <ul style="list-style-type: none"> dd.1. Read and interpret map directory indexes dd.2. Apply map reading, writing skills to complete routing documentation dd.3. Identify landmarks and features ee. Effectively negotiates to resolve issues and problems ff. Demonstrates consistency of performance over a period of time and in a range of contexts gg. Shows evidence of application of relevant enterprise procedures including <ul style="list-style-type: none"> gg.1. Codes of practice, hazard policies and procedures gg.2. Issue resolution procedures gg.3. Job procedures and work instructions gg.4. Guidelines relating to the safe use of equipment gg.5. Quality assurance procedures (where existing) gg.6. Security procedures gg.7. Housekeeping processes gg.8. Waste, pollution and recycling management processes hh. Action taken promptly – accidents and incidents reported within regulatory requirements and following enterprise procedures ii. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
24. Context for assessment	<ul style="list-style-type: none"> d. Assessment may occur on the job or in a simulated work environment

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
2	1	2	2	1	2	1

Unit TDT H2 97B PLAN AND NAVIGATE ROUTES

Field H Route Planning & Navigation

DESCRIPTION:

Basic skills and knowledge required to interpret information from a road map or street directory, plan the most appropriate route and complete required route map and trip documentation

ELEMENT	PERFORMANCE CRITERIA
1. Interpret street maps	<ul style="list-style-type: none"> a. Symbols in a street directory and road map are recognised and interpreted b. Places are identified in a directory index and the information used to locate the places on the appropriate map
2. Plan routes	<ul style="list-style-type: none"> t. Given a location and a destination, the most direct and alternative routes between two points are identified using a map u. A suitable route is selected to ensure most efficient, safe, secure and legal operation taking into account hazards, potential road conditions and traffic flow, enterprise operating procedures, the class of vehicle involved, the load being carried and the availability of rest stops along the way
3. Follow planned route	<ul style="list-style-type: none"> c. Planned route is correctly followed with the aid of the street directory and road map d. Where relevant, geographic regions, tourism features and other places of interest are identified e. Required route documentation is completed in accordance with purpose of transportation and enterprise requirements f. Parking procedures are observed in accordance with enterprise procedures and relevant legislative requirements

Range Of Variables

PLAN AND NAVIGATE ROUTES

VARIABLE	SCOPE
1. <i>Workplace context</i>	<ul style="list-style-type: none"> a. This unit covers work of transport and distribution personnel for the delivery of valuables, secured products, documents and materials b. Work performed under general or limited supervision c. Customers may be internal or external d. Operations conducted day or night e. Hazards may include <ul style="list-style-type: none"> e.1 Vehicular and pedestrian traffic e.2 Persons with felonious intent e.3 Uneven ground, steps, road surfaces e.4 Inclement weather conditions f. Consultative processes may involve <ul style="list-style-type: none"> f.1 Clients f.2 Private security personnel f.3 Public sector security personnel f.4 Police f.5 Security consultants f.6 Other employees and supervisors f.7 Management f.8 Other professional or technical staff
2. Sources of information/documents may include but are not limited to	<ul style="list-style-type: none"> a. Operations manuals b. Site surveys c. Induction documentation d. Competency standards and training materials e. Job specifications and procedures f. Manufacturer's specifications g. HAZCHEM codes and dangerous/hazardous goods h. Enterprise operating procedures and policies i. Supplier and/or client instructions j. Materials safety data sheets k. Communications technology equipment, oral, aural or signed communications l. Work procedures and practices m. Applicable State, Territory, Commonwealth legislation and regulations which relate to <ul style="list-style-type: none"> m.1 Occupational Health & Safety regulations and legislation m.2 Licensing requirements for driving and carrying particular classes of goods m.3 Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
3. Job role specific factors	<ul style="list-style-type: none"> a. This unit requires the employee to <ul style="list-style-type: none"> a.1 Interpret symbols and map conventions a.2 Efficiently plan route taking account of security requirements, road conditions and hazards a.3 Translate map reading into actual vehicle navigation a.4 Recognise potential threats and/or hazards and report same a.5 Within scope of authority, vary planned route in emergency situations b. Navigation may be planned in the vehicle, in the enterprise or at clients' premises

Evidence Guide

PLAN AND NAVIGATE ROUTES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1 Select appropriate means to maintain security of loads within requirements for safe handling and protection of goods, vehicle, personnel and the public a.2 Identify potential hazards associated with the goods to be transported and the routes, timing and destinations a.3 Follow procedures a.4 Locate, interpret and apply relevant information a.5 Maintain enterprise records and documentation a.6 Apply hierarchy of control a.7 Use safety precautions appropriate to the task
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function.
3. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Display of the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1 Implications of Occupational Health & Safety legislation and codes of practice a.2 Permit and licence requirements a.3 Operational procedures for route planning a.4 Requirements for approved work procedures and relevant equipment a.5 Application of relevant agreements, codes of practice or other legislative requirements a.6 Identification and correct use of equipment, processes and procedures a.7 Planning own work including predicting consequences and identifying improvements
4. Resource implications	<ul style="list-style-type: none"> a. Access to maps, street directories
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Maintains confidentiality of customers, enterprise operations, equipment and materials carried c. Modifies work practices to cater for variations in Workplace contexts and environments d. Work consistently shows the application of route planning skills with regard to safe, secure and expedient delivery of goods e. Effectively negotiates to resolve issues and problems f. Demonstrates consistency of performance over a period of time and in a range of contexts g. Shows evidence of application of relevant enterprise procedures including <ul style="list-style-type: none"> g.1 Codes of practice, hazard policies and procedures g.2 Issue resolution procedures g.3 Job procedures and work instructions g.4 Guidelines relating to the safe use of equipment g.5 Quality assurance procedures (where existing) g.6 Security procedures g.7 Housekeeping processes g.8 Waste, pollution and recycling management processes h. Action taken promptly – accidents and incidents reported within regulatory requirements and following enterprise procedures i. Work completed systematically without injury to self or others or damage to goods, equipment or products in production
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated work environment

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
2	1	2	2	1	2	1

Unit TDT H3 98A PRIORITISE COURIER/DELIVERY OPERATIONS

Field H Route Planning and Navigation

DESCRIPTION:

Skills and knowledge to plan and prioritise delivery and pick-up runs

ELEMENT	PERFORMANCE CRITERIA
1. Identify work requirements	<ul style="list-style-type: none"> a. Work requirements and specific customer requirements interpreted and, where necessary, clarified b. Pick-up and delivery points are located c. Size, weight and configuration of materials to be couriered are identified d. Equipment required to facilitate pick-up and delivery is identified
2. Plan and prepare for work	<ul style="list-style-type: none"> a. Work is planned from an analysis of distance, travel times, customer requirements, resource implications and known priorities b. Planned steps and outcomes are checked to ensure conformity with instructions and work requirements c. Work sequence is identified and, where necessary, relayed to base d. Required resources are selected
3. Undertake work operations	<ul style="list-style-type: none"> a. Work operations are undertaken in accordance with plan and quality requirements and within operating capacity of the equipment and operator b. Difficulties/uncertainties occurring during operations are identified and alternative strategies determined c. Pick-up and delivery of materials is undertaken in accordance with quality procedures
4. Adjust to changing work priorities	<ul style="list-style-type: none"> a. Work plan or route is adjusted/modified to meet changing priorities and circumstances b. Changes to work plan are relayed to base
5. Complete work operations	<ul style="list-style-type: none"> a. Work operations are reviewed to ensure outcomes have met customer requirements and quality outcomes b. Workplace documentation completed c. Operational capacity of equipment checked and returned to storage area (where applicable) d. Security of goods is maintained in accordance with enterprise procedures

Range Of Variables

PRIORITISE COURIER/DELIVERY OPERATIONS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work of couriers/deliverers/deliverers for the delivery of products, documents and materials b. Work normally performed under generally indirect supervision c. Customers may be internal or external d. Routes may be fixed or non-fixed e. Operations conducted day or night, on or off base site f. Hazards may include: <ul style="list-style-type: none"> f.1. vehicular traffic and pedestrians f.2. uneven ground, steps, road surfaces f.3. dust and vapours f.4. hazardous or dangerous materials f.5. humidity, air temperature and radiant heat f.6. light including UV f.7. noise g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. clients g.2. other employees and supervisors g.3. management g.4. union representatives g.5. industrial relations, Occupational Health and Safety specialists g.6. other professional or technical staff g.7. local government authorities
2. Sources of information / documents may include but are not limited to:	<ul style="list-style-type: none"> a. Operations manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications f. HAZCHEM codes and dangerous/hazardous goods g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. Workplace Relations Act(s) m.3. Workers Compensation m.4. Licensing requirements for driving and carrying particular classes of goods m.5. Dangerous goods m.6. Environment Protection Legislation m.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation m.8. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Equipment required to facilitate pick-up and delivery may include trolleys, lifting devices, rollers, tarpaulins, packing materials, ropes and securing devices etc. b. Difficulties/uncertainties may include road and traffic conditions, changing weather conditions, time of travel, load requirements, changes in delivery and pick-up instructions

Evidence Guide

PRIORITISE COURIER/DELIVERY OPERATIONS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select appropriate means to secure loads within requirements for safe handling of goods and vehicle a.2. communicate effectively in writing a.3. responds appropriately to telephone and verbal inquiries a.4. identify hazards associated with the goods to be transported a.5. identify required permits a.6. use appropriate communication strategies and equipment a.7. locate, interpret and apply relevant information a.8. maintain workplace records and documentation a.9. identify and safely handle equipment and goods a.10. apply hierarchy of control a.11. use where necessary safety precautions appropriate to the task
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function. It is recommended that this unit be assessed in conjunction with other units, an example of a combination of appropriate units is: <i>Plan and Navigate Routes, Load and unload Goods, Shift materials Safely, Apply Customer Service Skills</i></p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> a.1. implications of Occupational Health & Safety legislation and codes of practice a.2. permit and licence requirements a.3. company operational and work procedures a.4. requirements of courier work systems/operations and relevant equipment a.5. application of relevant agreements, codes of practice or other legislative requirements a.6. identification and correct use of equipment, processes and procedures a.7. planning own work including predicting consequences and identifying improvements
4. Resource implications	<p>a. Access to customer orders, specific employer or customer requirements, maps and directories</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Maintains confidentiality of customers, clients and materials carried c. Modifies work practices to cater for variations in workplace contexts and environments and in accordance with company guidelines as appropriate d. Work consistently shows that route planning and deliveries meet the requirements for accurate deliveries, efficient route planning and satisfied customers e. Effectively negotiates to resolve issues and problems f. Uses organisational structures effectively to complete work operations g. Demonstrates consistency of performance over a period of time and in a range of contexts h. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> h.1. codes of practice, hazard policies and procedures h.2. issue resolution procedures h.3. job procedures and work instructions h.4. guidelines relating to the safe use of equipment h.5. quality assurance procedures (where existing) h.6. security procedures h.7. housekeeping processes h.8. waste, pollution and recycling management processes i. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures j. Work completed systematically without injury to self or others or damage to goods, equipment or vehicles involved in delivery
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</p>

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	1	1	3	2

Unit TDT I1 97B CO-ORDINATE QUALITY CUSTOMER SERVICE

Field I Customer Service

DESCRIPTION:

Knowledge and skills required to ensure that the planning and delivery of products and services are consistent with standards agreed to by the company and its customers

ELEMENT	PERFORMANCE CRITERIA
1. Plan to meet internal and external customer requirements	a. The needs of customers are researched, understood and assessed and are taken into account in the planning of the company's products and services b. Provision is made in plans to achieve the quality, time and costs specifications agreed with customers
2. Ensure delivery of quality service	a. Individual/team performance consistently meets quality, safety, resource and delivery standards b. Coaching and mentoring assists colleagues overcome difficulty in meeting customer service standards c. Delivery of services and products is coordinated and managed to ensure they effectively and efficiently meet agreed quality standards
3. Monitor, adjust and report customer service	a. Company's systems are used to monitor progress in achieving product / service targets and standards b. Customer feedback is sought and used to improve the provision of products / services c. Decisions to overcome identified problems with products / services are made in consultation with relevant individuals / groups d. Adjustments/recommendations (as required) are made to products / services e. Those who have a role in their planning and delivery are informed of changes f. Records, reports and recommendations are managed within the company's systems and processes

Range Of Variables

COORDINATE QUALITY CUSTOMER SERVICE

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work of couriers/deliverers/deliverers for the delivery of products, documents and materials b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night, on or off base site e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. uneven ground, steps, road surfaces e.3. dust and vapours e.4. hazardous or dangerous materials e.5. humidity, air temperature and radiant heat e.6. light including UV e.7. noise f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. other employees and supervisors f.3. management f.4. union representatives f.5. industrial relations, Occupational Health and Safety specialists f.6. other professional or technical staff f.7. local government authorities
2. Sources of information / documents may include but are not limited to:	<ul style="list-style-type: none"> a. Operations manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications f. HAZCHEM codes and dangerous/hazardous goods g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Work procedures and practices l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> m.1. Occupational Health & Safety regulations and legislation m.2. Workplace Relations Act(s) m.3. Workers Compensation m.4. Licensing requirements for driving and carrying particular classes of goods m.5. Dangerous goods m.6. Environment Protection Legislation m.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation m.8. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Work involves coordinating workplace policies for the provision of customer service including level of service provision, scheduling and delivery

Evidence Guide

COORDINATE QUALITY CUSTOMER SERVICE

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. manage work to achieve desired required outcomes</p> <p>a.2. operate within budget(s)</p> <p>a.3. identify means to improve service to customers</p> <p>a.4. consult appropriately to introduce (any) required improvements to customer service provision</p> <p>a.5. use information management systems</p> <p>a.6. provide customer/client service and work effectively with colleagues</p> <p>a.7. adapt customer service implementation systems to particular purposes</p> <p>a.8. support group members to implement improved customer service</p> <p>a.9. communicate effectively in writing</p> <p>a.10. respond appropriately to telephone and verbal inquiries</p> <p>a.11. use appropriate communication strategies and equipment</p> <p>a.12. locate, interpret and apply relevant information</p> <p>a.13. maintain workplace records and documentation</p> <p>a.14. identify and safely handle equipment and goods</p> <p>a.15. apply hierarchy of control</p> <p>a.16. use where necessary safety precautions appropriate to the task</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. identification of customer and market characteristics</p> <p>a.2. identification of the role of customer service in company profitability</p> <p>a.3. company work procedures</p> <p>a.4. requirements of courier work systems/operations and relevant equipment</p> <p>a.5. application of relevant agreements, codes of practice or other legislative requirements</p> <p>a.6. identification and correct use of equipment, processes and procedures</p> <p>a.7. planning own work including predicting consequences and identifying improvements</p>
4. Resource implications	a. Access to customer service situations, policies and staff involved in both internal and external customer service
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Maintains confidentiality of customers, clients and materials carried</p> <p>c. Modifies work practices to cater for variations in workplace contexts and environments and in accordance with company guidelines as appropriate</p> <p>d. Customer service provisions are known and applied by staff</p> <p>e. Quality customer service provision operate through the relevant work group(s)</p> <p>f. Effectively negotiates to resolve issues and problems</p> <p>g. Uses organisational structures effectively to complete work operations</p> <p>h. Demonstrates consistency of performance over a period of time and in a range of contexts</p> <p>i. Shows evidence of application of relevant workplace procedures including:</p> <p>i.1. codes of practice, hazard policies and procedures</p> <p>i.2. issue resolution procedures</p> <p>i.3. job procedures and work instructions</p> <p>i.4. guidelines relating to the safe use of equipment</p> <p>i.5. quality assurance procedures (where existing)</p> <p>i.6. security procedures</p> <p>i.7. housekeeping processes</p> <p>i.8. waste, pollution and recycling management processes</p> <p>j. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>k. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>l. Work completed systematically without injury to self or others or damage to goods, equipment or vehicles involved in delivery</p>
6. Context for assessment	a. Assessment may occur on the job or in a simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	1

Unit TDT I2 97B APPLY CUSTOMER SERVICE SKILLS

Field I Customer Service

DESCRIPTION:

Basic knowledge and skills to deal with internal and external customer inquiries in a transport and distribution environment

ELEMENT	PERFORMANCE CRITERIA
1. Deal with customer inquiries	a. Customer inquiries are dealt with courteously and efficiently both by phone and face-to-face b. Questions are used to clarify the customer's needs or concerns c. Assistance from other staff is sought when a customer's inquiry cannot be fully answered d. Knowledge of products, services and / or operations is used to answer customer queries or to respond to customers' needs e. Customer inquiries and associated action are recorded and reported in accordance with company procedures
2. Monitor customer satisfaction	a. Customer greeted cordially b. Customer requirements and requirements dealt with according to workplace procedures c. Special needs addressed within workplace policies d. Feedback to managers and customers (internal and external) provided

Range Of Variables

APPLY CUSTOMER SERVICE SKILLS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work within the Transport and Distribution industry b. Work is performed under supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Requirements for work may include: <ul style="list-style-type: none"> f.1. site restrictions and procedures f.2. use of safety and personal protection equipment f.3. communications equipment f.4. hours of operation f.5. security procedures f.6. relevant regulations g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. suppliers, potential customers and existing clients g.3. relevant authorities g.4. management and union representatives g.5. Occupational Health and Safety specialists, g.6. other maintenance, professional or technical staff
2. Job role context	<ul style="list-style-type: none"> a. Consultative processes may involve: <ul style="list-style-type: none"> a.1. Clients a.2. other employees and supervisors a.3. management a.4. union representatives a.5. industrial relations, Occupational Health and Safety specialists a.6. other professional or technical staff
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Job specifications and standard operating procedures b. Relevant Australian or international standards in Records Management c. Storage specifications and requirements d. Workplace operating procedures and policies e. Client requirements f. Communications technology equipment, oral, aural or signed communications g. Personal and work area work procedures and practices h. Applicable State, Territory, Commonwealth legislation and regulations which relate to: <ul style="list-style-type: none"> h.1. Occupational Health & Safety regulations and legislation h.2. Privacy and Confidentiality Legislation h.3. Freedom of Information h.4. Environment Protection Legislation h.5. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation i. standards and certification requirements j. quality assurance procedures k. emergency procedures l. customer service manuals
4. Unit specific context	<ul style="list-style-type: none"> a. Applies to all transport and distribution environments

Evidence Guide

APPLY CUSTOMER SERVICE SKILLS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> a.1. analyse process functions and problems a.2. apply customer service policies and procedures a.3. use appropriate workplace language and communication technologies a.4. locate, interpret and apply relevant information a.5. maintain workplace records
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Display of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> a.1. Products, services and / or operations a.2. Customer service policies and procedures a.3. Anti-discrimination legislation a.4. Questioning skills a.5. Telephone techniques a.6. Writing of simple reports and records of enquiries a.7. Complaint handling a.8. Interpersonal communication
4. Resource implications	<ul style="list-style-type: none"> a. Access to customer service situations for both internal and external workplace operations
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Modifies activities to cater for variations in workplace contexts and environment b. Demonstrates consistency of performance over a period of time and in a range of contexts c. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> c.1. hazard policies and procedures c.2. issue resolution procedures c.3. customer service skills c.4. job procedures and work instructions c.5. guidelines relating to the safe use of machinery and equipment c.6. quality assurance procedures (where existing) c.7. privacy, confidentiality and security procedures c.8. housekeeping processes c.9. waste, pollution and recycling management processes d. Work completed systematically without injury to self or others or damage to equipment or materials
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in an industry-approved simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

Unit **TDT I3 97A** **PROVIDE CUSTOMER SERVICE SKILLS IN PASSENGER VEHICLES**
 Field **I** **Customer Service**

DESCRIPTION:

Knowledge and skills necessary to provide a high value service to local and overseas coach passengers

ELEMENT	PERFORMANCE CRITERIA
1. Monitor and address passenger needs	a. Circumstances affecting passenger's needs and comfort are monitored and action taken in accordance with company procedures b. Needs of all types of passengers are acknowledged and appropriate assistance provided c. Passengers are advised on the operation of internal coach facilities and the benefits of wearing seat belts, when available d. Passenger enquiries and requests are received and resolved with minimal delays e. Tact, courtesy, friendliness and patience are demonstrated at all times when dealing with passengers f. Passenger enquires and associated action are recorded and reported in accordance with company procedures
2. Prepare and deliver coach commentaries	a. Comprehensive daily briefings are delivered clearly and precisely b. Commentary presentations are well researched and delivered clearly and at precise timings c. Additional information is provided in response to questions d. Audio equipment is correctly and safely operated
3. Implement conflict resolution strategies	a. Conflict and difficult situations are recognised and fair solutions are negotiated equitably b. Conflicts which are unable to be resolved are referred to a higher authority c. Opportunities to enhance the quality of the service are taken, particularly in conflict situations
4. Communicate with suppliers	a. Liaison is maintained with product suppliers to obtain accurate and comprehensive information on products

Range of Variables

PROVIDE CUSTOMER SERVICE IN PASSENGER VEHICLE

VARIABLE	SCOPE
1. Workplace environment	a. all customer service environments on passenger vehicles, for example, coaches on long and short journeys carrying a range of domestic and international passengers, taxis, hire cars
2. Level of supervision	a. may be limited or minimum supervision
3. Documentation and Reporting Systems	a. as per company procedures
4. Procedures	a. procedures are those prescribed by government regulation and company policies

Evidence Guide

PROVIDE CUSTOMER SERVICE SKILLS IN PASSENGER VEHICLES

1. Critical aspects of evidence	a. Assessment must confirm sufficient knowledge of coach customer service policies and procedures. Assessment must confirm the ability to apply this knowledge with passengers in a real or simulated road transport environment
2. Interdependent assessment of units	a. This unit could be assessed in conjunction with <i>Drive coaches</i>
3. Underpinning skills and knowledge	<p>a. Underpinning knowledge</p> <p>a.1. Products, services and/or operations</p> <p>a.2. Special needs of persons with disabilities</p> <p>a.3. Customer service policies and procedures</p> <p>a.4. Special needs of different community sectors/cultures</p> <p>a.5. Route information</p> <p>a.6. Local knowledge</p> <p>b. Underpinning skills</p> <p>b.1. Research skills</p> <p>b.2. Presentation skills</p> <p>b.3. Use of audio equipment</p> <p>b.4. Complaint and conflict handling skills</p> <p>b.5. Questioning skills</p> <p>b.6. Telephone techniques</p> <p>b.7. Leadership</p>
4. Resources	a. Assessment of this competency will require access to real or simulated passenger service situations
5. Consistency	a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<p>a. Competence must be demonstrable for the relevant work situation, in a real or simulated road transport environment with a range of passenger groups</p> <p>b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures, quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes</p>

KEY COMPETENCIES						
Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology

Information						
2	2	2	2	1	2	1

Unit TDT I4 97A MANAGE CAMPING PROCEDURES FOR COACHES AND BUSES

Field I Customer Service

DESCRIPTION:

Knowledge and skills needed to prepare for camping, select and establish a camping site and manage the activities of camping including vacating the site and extinguishing fires

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for camping tour	<ul style="list-style-type: none"> a. Camping equipment requirements are identified and obtained b. All equipment is checked for serviceability and damage prior to commencement of tour c. Damaged items are repaired or replaced in accordance with company policy d. All consumables required for the tour are determined and obtained in accordance with company procedures prior to commencement of tour
2. Oversee the establishment of the camp site	<ul style="list-style-type: none"> a. A suitable, level campsite is selected b. Unloading of equipment and erection and commissioning of camping equipment supervised c. Arrangements are made with the hostess/cook for meals and other services during camping activity d. Participants are advised of health and safety requirements and precautions including the safe use of fires
3. Vacate the campsite	<ul style="list-style-type: none"> a. The vacation of the campsite is supervised including the dismantling of equipment, cleaning of the equipment and site, loading of coach and trailer, extinguishing of fires b. The campsite is inspected for cleanliness and misplaced equipment

Range of Variables

MANAGE CAMPING PROCEDURES FOR COACHES AND BUSES

VARIABLE	SCOPE
1. Workplace environment	a. includes all camping situations for coach or bus groups, for example, domestic and international tourists, passengers, groups of school children, groups of retired people
2. Level of supervision	a. may be limited or minimum supervision
3. Conditions	a. in a road transport environment, by day and night, in varied weather conditions and in typical hazard conditions and emergencies
4. Documentation and Reporting Systems	a. as per company procedures
5. Procedures	a. procedures are those prescribed by government regulation and company policies

Evidence Guide

MANAGE CAMPING PROCEDURES FOR COACHES AND BUSES

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of procedures involved in preparing for and managing camping activities on coach tours b. Assessment must confirm the ability to apply this knowledge with passengers in a real or simulated road transport environment
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit could be assessed in conjunction with <i>Drive coaches and Provide coach customer service</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. Products, services and/or operations a.2. Special needs of persons with disabilities a.3. Special needs of different community sectors/cultures a.4. Customer service policies and procedures a.5. Route information a.6. Local knowledge b. Underpinning skills <ul style="list-style-type: none"> b.1. Research skills b.2. Presentation skills b.3. Use of audio equipment b.4. Questioning skills b.5. Complaint and conflict handling skills b.6. Interpersonal communication b.7. Leadership
4. Resources	<ul style="list-style-type: none"> a. Assessment of this competency will require access to camping situations
5. Consistency	<ul style="list-style-type: none"> a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for the relevant work situation, by day or night and in varied weather conditions in a real or simulated road transport environment b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures, quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
2	2	2	2	1	2	1

Unit TDT I5 98A MARKET SERVICES AND PRODUCTS TO CLIENTS

Field I Customer Service

DESCRIPTION:

Skills and knowledge required to promote and explain enterprise products and services to internal and external customers including sales and service advice and information specifications of products

ELEMENT	PERFORMANCE CRITERIA
1. Recognise opportunities to promote products and services	<ul style="list-style-type: none"> a. Products and services available for on selling from the enterprise are identified b. Technical specifications and application (s) of products and services are identified c. Applicability of products and or services are matched to particular clients or client groups d. Features of products and services (including technical specifications) are explained in relation to customer requirements or potential requirements e. Where appropriate clients are referred expert personnel or services
2. Establish and maintain contact with clients	<ul style="list-style-type: none"> a. Communication with clients is established and maintained to develop a professional relationship b. Client are informed of the full range of business products c. Follow up contacts with clients are made on client request and in accordance with enterprise policy
3. Negotiate sales	<ul style="list-style-type: none"> a. Potential sales opportunities are recognised and acted upon b. Negotiations with clients maintain enterprise professional standards and client satisfaction
4. Close sales	<ul style="list-style-type: none"> a. Agreements in relation to product or service provision are reached with clients b. Documentation of the agreement is completed in accordance with enterprise policy incorporating any special requirements c. Contact with customers is maintained until sale is completed d. After sales service is provided in accordance with enterprise procedures and statutory requirements

Range of Variables

MARKET SERVICES AND PRODUCTS TO CLIENTS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. Work may be undertaken in various work environments in Transport and Distribution Industries b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. customers and suppliers b.3. management and union representatives b.4. industrial relations, Occupational Health and Safety specialists b.5. other professional or technical staff, contractors and maintenance personnel c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise e. Customer and supplier contact and co-ordination is a requirement of these operations
2. Job role context	<ul style="list-style-type: none"> a. Operates under general guidance on progress and outcomes of work b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures c. A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams
3. Work activities require the application of:	<ul style="list-style-type: none"> a. Relevant workplace procedures including: <ul style="list-style-type: none"> a.1. enterprise policies and procedures a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.3. quality assurance procedures (where existing) a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures b. Relevant agreements, codes of practice and other legislative requirements c. Appropriate workplace language and communication strategies and interpretation of relevant information
4. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Quality or enterprise work specifications and procedures b. Manufacturer's specifications and/or suppliers handling and storage advice c. Workplace operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Communications technology equipment, oral, aural or signed communications g. Personal and work area work procedures and practices h. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> h.1. workplace agreements and awards h.2. occupational health & safety procedures i. Applicable State, Territory, Commonwealth legislation and any related regulations concerning: <ul style="list-style-type: none"> i.1. Occupational Health & Safety in terms of duties of employers, employees, suppliers and contractors i.2. Workplace Relations i.3. Workers Compensation i.4. Hazardous substances and dangerous goods i.5. Environment Protection i.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action j. Standards and certification requirements k. License, Patent or copyright arrangements l. Quality assurance procedures m. Emergency procedures
5. Unit specific factors	<ul style="list-style-type: none"> a. Products may be existing or potential b. Clients may be internal or external

Evidence Guide

MARKET SERVICES AND PRODUCTS TO CLIENTS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. manage sales of products and services to achieve business goals and key performance indicators</p> <p>a.2. use product and market knowledge to improve services and work processes</p> <p>a.3. develop and maintain positive, professional relationships with customers</p> <p>a.4. mediate and resolve issues involving customers maximising positive outcomes for the organisation and the customer</p> <p>a.5. maintain workplace records and appropriate statistical data</p> <p>a.6. develop relationships with clients and potential clients to assist in achieving goals/results</p> <p>a.7. locate, interpret and apply relevant information to assist clients to identify relevant products and services</p> <p>a.8. communicate effectively in writing and orally to explain business services</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. identify improvements to services, resource allocation and use</p> <p>a.2. strategies to implement continuous improvement processes</p> <p>a.3. requirements for compliance with legislation and regulations</p> <p>a.4. planning including predicting consequences and identifying improvements</p> <p>a.5. enterprise business policies and procedures relevant to the area of work</p> <p>a.6. selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	a. Potential and existing client base, products and services for sale
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Demonstrates consistency of performance over time and in a range of contexts</p> <p>c. Maintaining confidentiality of customers, clients and materials carried</p> <p>d. Modifying work practices to cater for variations in workplace contexts and environments</p> <p>e. Work consistently shows the application of logical planning and management</p> <p>f. Effectively negotiates to resolve issues and problems</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology

				Techniques		
3	3	2	2	2	2	2

Unit TDT I6 98A PROVIDE FREIGHT FORWARDING SERVICE TO CUSTOMERS

Field I Customer Service

DESCRIPTION:

Skills and knowledge required to provide customers with information and service regarding freight forwarding operations

ELEMENT	PERFORMANCE CRITERIA
8. Deal with customer freight forwarding inquiries	<ul style="list-style-type: none">a. Customer inquiries are dealt with courteously and efficientlyb. Questions are used to clarify customer requirements, needs or concernsc. Information is accurately conveyed to the customer in a manner consistent with their level of understandingd. Areas not effectively dealt with are forwarded to other enterprise personnel or external individuals/authorities in accordance with enterprise procedurese. Follow-up procedures are undertaken in accordance with enterprise procedures
9. Explain the process of freight forwarding	<ul style="list-style-type: none">a. The freight forwarding chain of operations is explained to customersb. Parameters of service relevant to customer requirements are explained including:<ul style="list-style-type: none">b.1. procedures for forwarding freightb.2. type of transport modesb.3. various consignment methodsb.4. relevant legislative requirementsb.5. required import/export documentation and requirementsb.6. insurance requirementsb.7. service costsb.8. payment requirements and proceduresb.9. fiduciary and legal responsibilities of either partyc. Documentation concerning service provision are forwarded to the customer in accordance with enterprise procedures

Range of Variables

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

VARIABLE	SCOPE
7. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the freight forwarding sector of the Transport and Distribution industry b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Requirements for work may include: <ul style="list-style-type: none"> f.1. freight forwarding protocols and procedures f.2. communications equipment f.3. enterprise operations f.4. authorities and permits f.5. relevant regulations f.6. hours of operations g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. international and domestic agents, suppliers, potential customers and existing clients g.3. relevant authorities and institutions g.4. management g.5. Occupational Health and Safety specialists, g.6. other professional or technical staff
8. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Operations manuals, job specifications and procedures and induction documentation b. Competency standards and training materials c. Manufacturer's/client specifications, instructions Workplace operating procedures and policies d. Supplier and/or client instructions e. Australian and International standards, criteria and certification requirements f. Communications technology equipment, oral, aural or signed communications g. Applicable State, Territory, Commonwealth legislative framework and guidelines concerning: <ul style="list-style-type: none"> g.1. Occupational Health & Safety g.2. Financial transactions g.3. Import and export of cargo h. Standards and certification requirements i. Quality assurance procedures j. Emergency procedures k. International transport regulations, codes and procedures
9. Unit specific factors	<ul style="list-style-type: none"> a. Customer information may include: business structure, general freight forwarding requirements, legislative requirements, information on export clearances, documentation services, freight charges etc.

Evidence Guide

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

13. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> a.1. provide information to customers on freight forwarding operations a.2. advise on procedures and protocols for forwarding various cargo to different destinations a.3. advise on relevant export regulations and required documentation a.4. maintain enterprise records and documentation a.5. respond to customer inquiries effectively and efficiently
14. Interdependent assessment of units	d. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
15. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Display of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> a.1. focus of operation of work systems, management, and organisational procedures a.2. application of customer service policies and procedures a.3. locate, interpret and apply relevant information a.4. computer operating skills a.5. application of relevant codes of practice and legislative requirements including local and international freight regulations
16. Resource implications	d. Access to customer service situations, enterprise documentation, information systems
17. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Demonstrates consistency of performance over time and in a range of contexts f. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> f.1. codes of practice, hazard policies and procedures f.2. issue resolution procedures f.3. job procedures and work instructions f.4. guidelines relating to the effective use of technology equipment f.5. quality assurance procedures (where existing) f.6. security procedures f.7. housekeeping processes f.8. waste, pollution and recycling management processes g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products
18. Context for assessment	c. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	2	2

DESCRIPTION:

Skills and knowledge required to monitor the movement of passengers and vehicles, identify problems and inform customers of irregularities

ELEMENT	PERFORMANCE CRITERIA
1. Monitor transport and passenger movements	<ul style="list-style-type: none"> a. Passenger and vehicle movements are monitored and recorded following organisational procedures b. Passenger and vehicle movement irregularities are identified and recorded and possible solutions are provided. c. Timetables are monitored to identify variations and recommend where action is required. d. Documentation is completed, in accordance with organisational requirements, to maintain transport movement records.
2. Identify co-ordination problems	<ul style="list-style-type: none"> a. Problems with services co-ordination are reported promptly, and possible are solutions are submitted to the relevant authority. b. Irregularities with internal systems are reported promptly according to organisation procedures.
3. Inform customers of irregularities	<ul style="list-style-type: none"> a. Communications systems and equipment are operated in accordance with organisational policies and procedures to make necessary announcements. b. Passengers are informed of irregularities and service changes promptly, clearly and courteously. c. Transport service adjustments are conveyed to transport system staff.

Range Of Variables

MONITOR TRANSPORT ACTIVITIES AT INTERCHANGES

VARIABLE	SCOPE
1. General context	a. Work is performed under some supervision, generally within a team environment.
2. Worksite environment may include	<p>a. Operations may be conducted by day or night.</p> <p>b. Interchange operation embraces facilities used by the organisation for the transfer of customers from one type of transport service to another or between services.</p> <p>c. Equipment may include:</p> <ul style="list-style-type: none"> c.1. communication equipment c.2. video/audio equipment c.3. computer and related office equipment c.4. timetables and service information
3. Sources of information/documents may include	a. Transport activity requirements may be obtained from: <ul style="list-style-type: none"> a.1. observation of passenger and vehicle movement a.2. timetables a.3. service information a.4. communication with other personnel
4. Workplace context may include	<p>a. Work organisation procedures and practices regarding transport activities at interchanges.</p> <p>b. Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. State, Federal or Territory Legislation <p>c. Timetable variation refers to services falling outside the boundaries used by the transport system in monitoring the compliance to scheduled services.</p> <p>d. Communications systems used can include:</p> <ul style="list-style-type: none"> d.1. public address system d.2. telephone d.3. two way radio <p>e. Internal systems include:</p> <ul style="list-style-type: none"> e.1. timetables e.2. electronic equipment e.3. communications equipment
5. Applicable State/Territory/Commonwealth regulations and legislation may include	a. Occupational Health & Safety regarding passenger and vehicle movement

Evidence Guide

MONITOR TRANSPORT ACTIVITIES AT INTERCHANGES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. monitor activities accurately at interchanges a.2. communicate effectively with passengers and other staff a.3. identify co-ordination problems quickly and efficiently a.4. locate, interpret and apply relevant information a.5. work effectively with others a.6. maintain workplace records a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. follow the designated work plan for the job
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function.</p>
3. Required knowledge and skills	<p>a. Displays in job role knowledge and skills including:</p> <ul style="list-style-type: none"> a.1 OHS legislation, codes of practice, policies and procedures a.2 organisational transportation network a.3 knowledge of timetables a.4 organisational emergency and accident procedures a.5 emergency and accident support services a.6 organisational operation network a.7 arrival and departure procedures a.8 organisational policy and procedures a.9 communication network a.10 organisational reporting systems a.11 requirements and procedures for exception reporting a.12 use of recommended communication techniques a.13 operation of organisational communication systems a.14 organise and maintain office records a.15 respond to changing situations a.16 prepare reports a.17 solving problems a.18 conflict resolution
4. Resource implications	<p>a. Access to monitoring systems, office equipment, records systems, communication systems, timetables, service network information.</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1 describing consequences a.2 completing tasks a.3 identifying improvements a.4 applying safety precautions relevant to the task a.5 assessing operational capability of equipment used and work processes selected <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1 job procedures and work instructions b.2 quality procedures (where existing) b.3 security procedures b.4 following enterprise housekeeping processes <p>c. Action taken promptly, accidents and incidents reported in accordance with Statutory requirements and enterprise procedures.</p> <p>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others.</p> <p>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel.</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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				Techniques		
1	1	1	2	1	1	2

DESCRIPTION:

Skills and knowledge required to provide effective and courteous on board service to customers.

ELEMENT	PERFORMANCE CRITERIA
1. Establish effective communication with customers	<ul style="list-style-type: none"> a. All customers are greeted in a polite and friendly manner, and formal and informal communication styles are applied as appropriate. b. All communications with customers are conducted in a manner which is consistent with organisations' policy.
2. Identify and assess the needs and expectations of different customers	<ul style="list-style-type: none"> a. Individual customer needs and expectations are identified so that appropriate products and services may be provided. b. Limitations to service provision are identified, communicated to customers and checked for understanding.
3. Provide the identified customer requirement	<ul style="list-style-type: none"> a. All needs and reasonable requests of customers are met in a consistent and timely manner. b. Customer dissatisfaction is promptly recognised and appropriate steps are taken to restore goodwill. c. Anticipated problems are correctly identified and monitored and action is taken to minimise their effects on customer satisfaction. d. Opportunities to enhance the quality of service are taken whenever possible. e. Information regarding both anticipated and unanticipated problems and delays is promptly communicated to customers.
4. Identify and resolve customer complaints	<ul style="list-style-type: none"> a. Complaints are handled quickly in accordance with accepted procedures. b. Appropriate action is taken within established levels of responsibility to resolve the complaint to the customer's satisfaction. c. Where appropriate, complaints received are turned into opportunities to deliver high quality customer service. d. The complaint is openly referred to a higher authority if passenger services staff cannot resolve the situation to the customer's satisfaction. e. Any necessary documentation is completed in accordance with agreed procedures.

Range Of Variables

PROVIDE ON BOARD SERVICE TO CUSTOMERS

VARIABLE	SCOPE
1. General context	a. Work is performed individually, and guidance or advice is available where necessary.
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night. b. Work conducted in restricted spaces or exposed conditions or controlled or open environments. c. Equipment may include: <ul style="list-style-type: none"> c.1 organisation policy regarding customer service c.2 office equipment c.3 communication equipment c.4 computer software d. On board service applies to: <ul style="list-style-type: none"> d.1 all long distance rail/coach/bus trips d.2 all points of customer contact before, during and after the journey d.3 all internal, external and potential customers e. Customers with special needs include: <ul style="list-style-type: none"> e.1 international visitors e.2 pregnant women e.3 the elderly e.4 physically and/or mentally disabled persons e.5 children travelling alone or under supervision
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. On board service requirements may be obtained from: <ul style="list-style-type: none"> a.1 customer requests a.2 organisation policy a.3 organisation personnel a.4 customer service training
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices regarding customer service. b. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> b.1 workplace agreements and awards b.2 State, Federal or Territory Legislation
5. Applicable State/Territory/Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> a. Occupational Health & Safety legislation regarding customer service b. Environmental Protection Act c. Consumer Law

Evidence Guide

PROVIDE ON BOARD SERVICE TO CUSTOMERS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1 communicate effectively with various customers a.2 deal with common customer complaints and take steps to avoid them a.3 apply conflict resolution and negotiation skills a.4 apply problem solving techniques and procedures a.5 locate, interpret and apply relevant information a.6 work effectively with others a.7 maintain workplace records a.8 select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.9 follow the designated work plan for the job
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function.</p>
3. Required knowledge and skills	<p>a. Displays in job role knowledge and skills including:</p> <ul style="list-style-type: none"> a.1 organisational structure a.2 communication equipment operation a.3 communication skills a.4 fare structures a.5 documentation procedures a.6 ability to access, interpret and apply information a.7 organisation products and services a.8 customer service requirements a.9 effects of customer disabilities
4. Resource implications	<p>a. Access to on board facilities, organisation products and services, organisation personnel if required, communication equipment, documentation.</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1 describing consequences a.2 completing tasks a.3 identifying improvements a.4 applying safety precautions relevant to the task a.5 assessing operational capability of equipment used and work processes selected <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1 job procedures and work instructions b.2 quality procedures (where existing) b.3 security procedures b.4 following enterprise housekeeping processes <p>c. Action taken promptly, accidents and incidents reported in accordance with Statutory requirements and enterprise procedures.</p> <p>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others.</p> <p>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel.</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	2	2	2	1	2	1

Unit TDT J1 97A APPLY QUALITY PROCEDURES

Field J Quality

DESCRIPTION:

Basic knowledge and skills to apply quality procedures to workplace tasks

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Apply quality concepts	<ul style="list-style-type: none">a. Responsibility is taken for quality of own work when providing services or products to meet external and internal customer needsb. Work is completed in accordance with workplace standards as defined in enterprise policies and proceduresc. Basic quality concepts are applied to work activitiesd. Improvements to work processes are planned, trialed, outcomes are checked for improvement and compliance with workplace requirements and then implementede. Work is completed in accordance with enterprise procedures

Range of Variables

APPLY QUALITY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under limited or minimum supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Codes of Practice b. Legislation and Regulations c. Award, Enterprise Bargaining Agreement, other industrial arrangements d. Standards and certification requirements e. Quality assurance procedures f. Enterprise policies
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes involving <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Environmental Protection Legislation i. Emergency Procedures

Evidence Guide

APPLY QUALITY PROCEDURES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service a.3. work effectively with colleagues a.4. convey information in written and oral form a.5. maintain workplace records a.6. use workplace colloquial and technical language and communication technologies in the workplace context a.7. follow quality assurance procedures a.8. recommend improvements to work systems
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures a.3. impact of job on enterprise and individual performance a.4. application of relevant industrial or other legislative requirements a.5. identification and correct use of equipment, processes and procedures a.6. modifying activities dependant on differing workplace contexts and environment a.7. quality improvement procedures
4. Resource implications	<ul style="list-style-type: none"> a. Access to quality assurance procedures and work function appropriate for the procedures.
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task b. Quality assurance procedures identified and followed in all aspects of job function and operations c. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> c.1. hazard policies and procedures including Codes of Practice c.2. issue resolution procedures c.3. job procedures and work instructions c.4. relevant guidelines relating to the use of equipment c.5. quality assurance procedures (where existing) c.6. security procedures c.7. following recognised housekeeping processes c.8. waste, pollution and recycling management processes d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	1	1	1	1

Unit TDT J2 97A APPLY QUALITY SYSTEMS

Field J Quality

DESCRIPTION:

Basic knowledge and skills to undertake individual and team based quality improvement activities in the workplace

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Work within a quality improvement system	<ul style="list-style-type: none">a. Follows instructions and performs duties either individually or as a member of a work team within a quality improvement systemb. Work is completed either individually or as a member of a work team in accordance with standards as defined in enterprise policies and procedures
2. Use quality improvement systems, tools and techniques	<ul style="list-style-type: none">a. Variations in the quality of services and/or products from required standards are detected and reported in accordance with enterprise proceduresb. Variations in the quality of services and/or products from required standards are detected and reported in accordance with enterprise proceduresc. Quality of service is monitored and adjusted as required to ensure the satisfaction of both internal and external customersd. Quality improvement tools and techniques are used both individually and as part of a work team to systematically improve the quality of work and services

Range of Variables

APPLY QUALITY SYSTEMS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation b.4. AS/NZISO Standards or other Quality Standards. c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

APPLY QUALITY SYSTEMS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service a.3. work effectively with colleagues a.4. convey information in written and oral form a.5. maintain workplace records a.6. use workplace colloquial and technical language and communication technologies in the workplace context
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures a.3. impact of job on enterprise and individual performance a.4. application of relevant industrial or other legislative requirements a.5. identification and correct use of equipment, processes and procedures a.6. modifying activities dependant on differing workplace contexts and environment a.7. interpersonal communication skills a.8. team skills
4. Resource implications	<ul style="list-style-type: none"> a. Access to quality assurance procedures and work situations for application of procedures
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task a.6. applying quality system procedures b. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> b.1. hazard policies and procedures including Codes of Practice b.2. issue resolution procedures b.3. job procedures and work instructions b.4. relevant guidelines relating to the use of equipment b.5. quality assurance procedures (where existing) b.6. security procedures b.7. following recognised housekeeping processes b.8. waste, pollution and recycling management processes c. Action taken promptly-accidents and incidents reported in accordance with statutory requirements and enterprise procedures d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others e. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT J5 98A SAMPLE, INSPECT AND TEST PRODUCTS TO SPECIFICATIONS

Field J Quality

DESCRIPTION:

Skills and knowledge required to undertake product samples, identify and apply testing procedures, interpret test results and report findings.

ELEMENT	PERFORMANCE CRITERIA
1. Establish specifications and test procedures	<ul style="list-style-type: none"> a. Product quality specifications and required outcomes are read, drawings interpreted and test parameters are identified b. Test methods for each required test parameter are identified and the most efficient test method is noted c. Requirements for testing by personnel external to the work area is identified and appropriate permission is obtained d. Sampling, inspection and testing are conducted in accordance with hazardous substances regulations
2. Select evidence	<ul style="list-style-type: none"> a. Appropriate conforming and/or non-conforming products, materials and/or waste are selected for testing b. Observations of operators and copies of procedures are collected
3. Conduct and interpret tests	<ul style="list-style-type: none"> a. Tests are conducted following workplace procedures (including quality procedures) and results are documented b. Emergency procedures are identified and engaged in the event of an incident c. Comparisons of all data collected are made d. Any recommendations are noted and considered for feasibility e. Equipment is maintained in accordance with workplace and manufacturers requirements
4. Report findings	<ul style="list-style-type: none"> a. Findings of tests are documented b. (Any) potential or existing problems and appropriate recommendations are proposed and reported

Range of Variables

SAMPLE, INSPECT AND TEST PRODUCTS TO SPECIFICATIONS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. Work may be undertaken in various work environments in the Warehousing, Storage, Transport and Distribution Industries b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. customers and suppliers b.3. management b.4. Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise e. Customer and supplier contact and co-ordination is a requirement of these operations
2. Job role context	<ul style="list-style-type: none"> a. Operates under general guidance on progress and outcomes of work b. Exercises discretion and judgement for self in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures
3. Work activities require the application of:	<ul style="list-style-type: none"> a. Relevant workplace procedures including: <ul style="list-style-type: none"> a.1. enterprise policies and procedures a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.3. quality assurance procedures (where existing) a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures a.5. testing procedures b. Appropriate workplace language and communication strategies and interpretation of relevant information
4. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Quality or enterprise work specifications and procedures b. Manufacturer's specifications and/or suppliers handling and storage advice c. Workplace operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Technical specifications for materials, equipment and testing procedures g. Communications technology equipment, oral, aural or signed communications h. Personal and work area work procedures and practices i. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> i.1. occupational health & safety procedures j. Applicable State, Territory, Commonwealth legislative framework concerning: <ul style="list-style-type: none"> j.1. Occupational Health & Safety in terms of duties of employers, employees, suppliers and contractors j.2. Hazardous substances and dangerous goods j.3. Environment Protection k. Standards and certification requirements l. License, Patent or copyright arrangements m. Quality assurance procedures n. Emergency procedures
5. Unit specific factors	<ul style="list-style-type: none"> a. Sampling and testing processes may be conducted as part of enterprise, site or licence requirements b. Sampling and testing processes may be conducted alone or in conjunction with other staff from the enterprise or external personnel c. Procedures relate to quality control including moisture content, goods identification, mass, condition, grade, composition, contamination

Evidence Guide

SAMPLE, INSPECT AND TEST PRODUCTS TO SPECIFICATIONS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. conduct and complete sampling and testing procedures in accordance with standard operating practice</p> <p>a.2. manage own work to achieve required results</p> <p>a.3. apply sampling and testing techniques to a range of products</p> <p>a.4. use appropriate handling methods</p> <p>a.5. locate, interpret and apply information relevant to the testing and sampling process</p> <p>a.6. provide customer/client service and work effectively with others</p> <p>a.7. accurately report results</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. focus of operation of workplace testing and sampling systems</p> <p>a.2. quality procedures and implementation strategies</p> <p>a.3. selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	a. Appropriate testing and sampling equipment. Processed or raw materials for testing. Relevant documentation
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Tests identify non compliances and recommend processes to improve compliance</p> <p>c. Modifies activities to cater for variations in workplace contexts and environment</p> <p>d. Demonstrates consistency of performance over time and in a range of contexts</p> <p>e. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</p> <p>f. Consistently observes when completing tasks :</p> <p>f.1. requirements of organisational policy and operating procedures and makes appropriate adjustments when authorised</p> <p>f.2. cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly</p> <p>f.3. incident reporting processes</p> <p>g. Arranges testing and sampling processes and timelines to achieve goals and results</p> <p>h. Uses consultative approaches to implement and evaluate compliance with quality systems</p> <p>i. Organisational performance is improved through qualitative testing systems</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	2	2	3

DESCRIPTION:

Access, input and retrieve data from computer information processing systems

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Identify computer management information equipment and systems	<ul style="list-style-type: none"> a. Types of computerised equipment used in the work area are identified b. Functions of equipment, component parts and accessories are identified c. Routine faults in operating systems, software applications and operator errors are identified d. Sources of information on rectifying faults and operating equipment, systems and application are identified
2. Set up and shut down equipment for use	<ul style="list-style-type: none"> a. Work station equipment is adjusted to meet ergonomic requirements and appropriate posture is used b. Computer is booted, logged on and checked where required for viruses c. Operating manuals and/or help screens for equipment and software are used to inform work practices d. Software packages and accessories for required application are selected and accessed e. Required file and/or data to be accessed is identified f. Files/data are saved prior to shut down g. Shut down procedures for files, applications and equipment are followed
3. Input, retrieve and present files/data	<ul style="list-style-type: none"> a. Full keyboard and/or mouse is used to input data b. Files are created and/or saved c. Accurate input is confirmed d. Appropriate printers are accessed and print preview facilities used e. Files are transferred from drive to drive within workplace policies and guidelines f. Saved files are accessed through relevant directories g. Information and disk(s) are stored where appropriate

Range of Variables

USE COMPUTER APPLICATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments e. Equipment may be used for stock management, information storage, invoicing, payments, manifests or work organisation
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests, bar codes, goods and container identification c. Manufacturer's specifications d. Enterprise operating procedures and policies e. Supplier and/or client instructions f. Materials safety data sheets g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications h. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code i. Legislation, Regulations and related documentation j. Award, Enterprise Bargaining Agreement, other industrial arrangements k. Standards and certification requirements l. Quality assurance procedures
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

USE COMPUTER APPLICATIONS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. use computerised information processing equipment, software and operating systems a.2. locate, interpret and apply relevant information a.3. provide customer/client service and work effectively with others a.4. convey information in written and oral form a.5. maintain workplace records
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of equipment and organisational operating procedures a.3. impact of job on enterprise and individual performance a.4. application of relevant industrial requirements a.5. identification and correct use of equipment, processes and procedures used within context of the job a.6. use of equipment and software appropriate for work role a.7. eye hand coordination.
4. Resource implications	<ul style="list-style-type: none"> a. Access to keyboard, software and related work requirements
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task a.6. saves documents regularly a.7. proof reads for accuracy a.8. uses paper and software processes efficiently. b. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> b.1. hazard policies and procedures including Codes of Practice b.2. issue resolution procedures b.3. job procedures and work instructions b.4. relevant guidelines relating to the use of equipment b.5. quality assurance procedures (where existing) b.6. security procedures b.7. following recognised housekeeping processes b.8. waste, pollution and recycling management processes c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others e. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	1	1	2	2

Unit TDT K2 97A USE INFOTECHNOLOGY DEVICES IN THE WORKPLACE

Field K Computing and Technology

DESCRIPTION:

Use computers as part of work processes

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Identify computer system and software application for work role	<ul style="list-style-type: none"> a. Computer equipment input system and software are identified b. Applications for warehouse activities of the different computerised equipment and related software are explained c. Equipment is set up for work requirements in accordance with enterprise procedures and manufacturer's guidelines
2. Input, store and retrieve data	<ul style="list-style-type: none"> a. Data is entered using appropriate signal equipment, keyboard/mouse or other system b. Data is manipulated to suit work requirements and checked for accuracy c. Data is filed and retrieved following enterprise policies
3. Implement workplace procedures for management and security of data	<ul style="list-style-type: none"> a. Security procedures are followed as required b. Information systems are managed within enterprise procedures and manufacturer's guidelines.

Range of Variables

USE INFO-TECHNOLOGY DEVICES IN THE WORKPLACE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments e. Equipment may be used for stock management, information storage, invoicing, payments, manifests or work organisation.
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests c. Manufacturer's specifications d. Enterprise operating procedures e. Supplier and/or client instructions f. Materials safety data sheets g. Codes of Practice h. Regulations i. Award, Enterprise Bargaining Agreement other agreed industrial arrangements j. Standards and certification requirements k. Quality assurance procedures l. Phone, fax, e-mail, Internet, radio, oral, aural or signed communications m. Bar codes n. Radio Frequency Devices
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes involving <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Environmental Protection Legislation i. Emergency Procedures

Evidence Guide

USE INFO- TECHNOLOGY DEVICES IN THE WORKPLACE

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service a.3. work effectively with colleagues a.4. convey information in written and oral form, in forms appropriate for work group members and management a.5. maintain workplace records a.6. promote and monitor continuous improvement processes a.7. encourage participation of others in planning and monitoring activities a.8. identify problems and opportunities a.9. develop employees to achieve required business objectives a.10. Use computerised equipment to input, access and extracting information relevant to work activities
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures a.3. impact of job on enterprise and individual performance a.4. application of relevant industrial or other legislative requirements a.5. identification and correct use of equipment, processes and procedures a.6. modifying activities dependant on differing workplace contexts and environment a.7. equipment use procedures for fault identification and rectification
4. Resource implications	<p>a. Access to computerised equipment and work requiring computer operations</p>
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task <p>b. Equipment is maintained and handled to workplace requirements. Work is conducted effectively using appropriate sequences and procedures</p> <p>c. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> c.1. hazard policies and procedures including Codes of Practice c.2. issue resolution procedures c.3. job procedures and work instructions c.4. relevant guidelines relating to the use of equipment c.5. quality assurance procedures (where existing) c.6. security procedures c.7. following recognised housekeeping processes c.8. waste, pollution and recycling management processes <p>d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</p>

KEY COMPETENCIES

Collect, Analyse &	Communicate	Plan & Organise	Work with Others &	Use Mathematical	Solve Problems	Use Technology
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Organise Information	Ideas & Information	Activities	in Teams	Ideas & Techniques		
2	2	1	2	2	2	2

Unit TDT K3 97 APPLY KEYBOARD SKILLS

Field K Computing and Technology

DESCRIPTION:

Basic knowledge and skills to enter text and numerical data into computers and calculators using a keyboard/keypad

ELEMENT	PERFORMANCE CRITERIA
1. Apply occupational health and safety principles	a. Posture, ergonomic settings of chair and workstation are adjusted following occupational health and safety guidelines b. The use of periods of rest and exercise are followed when using computer keyboards or calculators
2. Enter data	a. Text and numeric data are entered into a computer or calculator using a keyboard or keypad as part of workplace tasks b. Entered information is checked and corrected using a keyboard or keypad

Range of Variables

APPLY KEYBOARD SKILLS

VARIABLE	SCOPE
1. Equipment type	a. includes all keyboards/keypads, for example computers, cash registers, calculators, electronic typewriter
2. Workplace environment	a. includes all road transport situations, for example a.1. in the warehouse and at the depot a.2. in the business office a.3. in the vehicle on the road a.4. at the client's workplace
3. Level of Supervision	a. under supervision
4. OH and S Standards	a. as per company and statutory requirements
5. Conditions	a. includes all road transport work environments
6. Documentation and Reporting Systems	a. as per company requirements
7. Procedures	a. procedures are those prescribed by the company

Evidence Guide

APPLY KEYBOARD SKILLS

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm sufficient knowledge of the procedures for the basic entry of text and numeric data using a keyboard or keypad and the required OHS precautions to be taken when using keyboards b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment
2. Interdependent assessment of units	a. This unit could be assessed in conjunction with any <i>Prepare workplace documents (core skills), Carry out workplace calculations</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> a. Underpinning knowledge <ul style="list-style-type: none"> a.1. OHS requirements related to posture, ergonomic settings of chair and work station and the use of periods of rest and exercise a.2. Operating procedures for use of simple calculators and workplace computer software b. Underpinning skills <ul style="list-style-type: none"> b.1. Reading simple text and numbers b.2. Checking and editing skills
4. Resources	a. Assessment of this unit will require access to the relevant keyboard and data
5. Consistency	a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<ul style="list-style-type: none"> a. Competence must be demonstrable for the relevant work situation, on a range of relevant workplace documents b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures, portfolio, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

Unit TDT K7 98A PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION

Field K Computing and Technology

DESCRIPTION:

Skills and knowledge required to produce, receive and transmit shipping documents electronically

ELEMENT	PERFORMANCE CRITERIA
10. Identify and establish document purpose and information sources	<ul style="list-style-type: none"> a. Purpose of task is identified and appropriate document template(s) accessed b. Manual and computerised sources of data are accessed in accordance with the requirements of the task c. Existing files and data required to be updated are identified d. Stored data regarding applicable regulations, client instructions, protocols and procedures is selected and combined correctly for the task
11. Compile data files	<ul style="list-style-type: none"> e. Files are created/updated according to required format and layout f. Data is accurately entered following regulatory and enterprise requirements and is consistent with required purpose g. All relevant sections of the documentation are checked for accuracy and completeness h. Discrepancies in documentation are identified and action undertaken in accordance with enterprise procedures i. Files created or updated are saved and stored in accordance with enterprise and regulatory requirements
12. Transmit documentation	<ul style="list-style-type: none"> g. Document destination(s) are correctly identified and selected h. Destinations are checked for readiness to receive transmission i. Security arrangements for data exchange are undertaken in accordance with enterprise procedures j. Documents are transmitted ensuring componentary is used according to enterprise procedures and that all information is correctly downloaded k. Action is undertaken within scope of authority to rectify transmission faults l. Print out of documents are made and filed/stored/forwarded in accordance with enterprise procedures
13. Receive Documentation	<ul style="list-style-type: none"> a. Infotechnology devices are checked for readiness to receive downloaded documentation b. Received documentation is printed and/or checked for accuracy and legibility c. Action is undertaken within scope of authority to rectify transmission faults d. Print out of documents are made and filed/stored/forwarded in accordance with enterprise procedures

Range of Variables

PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION

VARIABLE	SCOPE
10. Workplace context	<ul style="list-style-type: none"> a. This unit covers work in the freight forwarding sector of the Transport and Distribution industry b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Requirements for work may include: <ul style="list-style-type: none"> f.1. data protocols and procedures f.2. communications equipment f.3. security clearances f.4. incident/accident breakdown procedures f.5. authorities and permits f.6. hours of operations f.7. relevant regulations g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. international and domestic agents, suppliers, potential customers and existing clients g.3. relevant authorities and institutions g.4. management g.5. Occupational Health and Safety specialists, g.6. other maintenance, professional or technical staff
11. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Operations manuals, job specifications and procedures and induction documentation b. Competency standards and training materials c. Manufacturer's/client specifications, instructions Workplace operating procedures and policies d. Supplier and/or client instructions e. Australian and International standards, criteria and certification requirements f. Communications technology equipment, oral, aural or signed communications g. Applicable State, Territory, Commonwealth legislative framework and guidelines concerning: <ul style="list-style-type: none"> g.1. Occupational Health & Safety g.2. Financial transactions g.3. Import and export of cargo h. Standards and certification requirements i. Quality assurance procedures j. Emergency procedures k. International transport regulations, codes and procedures
12. Unit specific factors	<ul style="list-style-type: none"> a. The electronic transfer medium may include: e-mail, bulletin boards, computer faxes b. Security procedures may include encryption of data, controlled access, regulated transmission times c. Transfer of data may include interfaces between agents, authorities, brokers, clients, outposts

Evidence Guide

PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION

19. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> a.1. assess transmission procedures and protocols for different documents and destinations a.2. selection of appropriate data sources and transmission mediums a.3. implement appropriate security procedures a.4. determine and complete required documentation a.5. maintain enterprise records and documentation
20. Interdependent assessment of units	e. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
21. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Display of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms a.2. implications of OHS/OSH legislation and codes of practice a.3. computer operating skills a.4. knowledge and application of computer software a.5. operational procedures for the transfer and storage of electronic data a.6. application of relevant agreements, codes of practice or other legislative requirements including local and international freight regulations
22. Resource implications	e. Shipping documentation, Computer systems
23. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Demonstrates consistency of performance over time and in a range of contexts f. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> f.1. codes of practice, hazard policies and procedures f.2. issue resolution procedures f.3. job procedures and work instructions f.4. guidelines relating to the effective use of technology equipment f.5. quality assurance procedures (where existing) f.6. security procedures f.7. housekeeping processes f.8. waste, pollution and recycling management processes g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products
24. Context for assessment	d. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	2	2

Unit TDT L1 97A COMPLETE INDUCTION PROCEDURES

Field L Resource Management

DESCRIPTION:

The application of workplace policies and procedures to the planning of and conduct of work and self management within a workplace environment

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify major zones of the workplace, in terms of functions, organisational structures & occupation</p>	<ul style="list-style-type: none"> a. Layout of the workplace, the flow of goods and the work activities conducted in each zone are identified b. Organisational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined c. The types of storage facilities in the workplace, their purpose and (any) risk factors attached to them is identified d. Equipment and technology used in the workplace is outlined in terms of function and physical characteristics e. Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties
<p>2. Organise and accept responsibility for own workload</p>	<ul style="list-style-type: none"> a. Priorities and deadlines are established in consultation with others (as appropriate) and recorded b. Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected c. Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions d. Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to supervisory staff e. Additional support to improve work is communicated clearly to appropriate personnel
<p>3. Apply ethical practices</p>	<ul style="list-style-type: none"> a. Workplace procedures, regulations and legislation appropriate to the position are identified and followed b. Commitments and undertakings to clients, colleagues and supervisors are met c. Required confidentiality is maintained d. Appropriate codes of acceptable and ethical work practices are applied e. Workplace security policies are identified including the relationship to personal job role
<p>4. Receive and act constructively on personal feedback</p>	<ul style="list-style-type: none"> a. Suggestions on ways to improve work are sought regularly from appropriate personnel b. Feedback is acted upon as required to improve work performance
<p>5. Participate in identifying and meeting own learning needs</p>	<ul style="list-style-type: none"> a. Operations of the workplace, workplace equipment and focus of endeavour identified b. Organisational structure, career paths and training opportunities appropriate to the enterprise are identified c. Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements d. Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others
<p>6. Plan and organise a personal daily routine</p>	<ul style="list-style-type: none"> a. Daily routine is planned to take into account rosters, industrial agreements and workplace procedures b. Clarification of requirements of tasks is sought when appropriate c. Achievable time and other performance measures are agreed d. Tasks are completed with variations to plan identified and reported

Range of Variables

COMPLETE INDUCTION PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work may be conducted in enclosed spaces, exposed conditions and controlled or open environment. c. Exposure may be to chemicals, and other harmful substances, movements of equipment, goods, vehicles
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests c. Manufacturer's specifications d. Enterprise operating procedures e. Supplier and/or client instructions f. Materials safety data sheets g. Codes of Practice h. Regulations i. Award, Enterprise Bargaining Agreement other agreed industrial arrangements j. Standards and certification requirements k. Quality assurance procedures l. Phone, fax, e-mail, Internet, radio, oral, aural or signed communications m. Workplace communications n. Unions and industry newsletters o. Training materials
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, OH&S specialist c.5. other professional or technical staff
5. Applicable State/Territory/ Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Export/Import/Quarantine/Bond requirements.

Evidence Guide

COMPLETE INDUCTION PROCEDURES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service and work effectively with others a.3. convey information in written and oral form a.4. maintain workplace records a.5. use workplace colloquial and technical language and communication technologies in the workplace context a.6. explain the purpose and requirements of the customers' needs and the impact of that relationship to industry, enterprise structure, business systems, environment, legal and government requirements. a.7. describe enterprise operating principles and requirements for workplace documentation a.8. identify workplace structure and roles and responsibilities of the individuals authority systems and contacts a.9. follow workplace procedures and ethical requirements relevant to the position a.10. describe employee and employer obligations under award, employment contract, occupational health and other legislation in relation to engagement, working times and conditions, dismissal and discipline a.11. identify enterprise products and services
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. site layout a.2. focus of operation of work systems, equipment, management and site operating systems a.3. relationships and requirements of work and operating systems in respect of related systems a.4. potential career paths and opportunities for training and advancement a.5. impact of trends in employment and business in general on the individual and the enterprise a.6. sources of information on laws impacting the industry and economic and social trends which will impact on the enterprise and individual a.7. work flow within the enterprise and within the scope of the individuals position
4. Resource implications	<ul style="list-style-type: none"> a. Access to workplace structures and policies
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. establishing plans a.2. describing consequences a.3. completing tasks a.4. identifying improvements a.5. applying safety precautions relevant to the task b. Opportunities for learning on and off the job taken and used advantageously c. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> c.1. hazard policies and procedures including Codes of Practice c.2. issue resolution procedures c.3. job procedures and work instructions c.4. relevant guidelines relating to the use of equipment c.5. quality assurance procedures (where existing) c.6. security procedures c.7. following recognised housekeeping processes c.8. waste, pollution and recycling management processes d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work completed systematically with attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	2	3	2	1	1	1

Unit TDT L3 97A CONDUCT INDUCTION PROCESS

Field L Resource Management

DESCRIPTION:

Employees engaged in inducting employees to the workplace

ELEMENT	PERFORMANCE CRITERIA
1. Outline the relationship between employee and the company	<ul style="list-style-type: none"> a. Employee is greeted and introduced to key personnel and areas in the workplace b. Enterprise objectives, operating systems and organisational structures are explained c. The relationship between the employees position and the organisational structure and objectives is identified d. Required Occupational Health and Safety, workplace procedures and employment conditions are described e. Sources of information and assistance for the employee are identified
2. Establish requirements of position	<ul style="list-style-type: none"> a. Job role b. Responsibilities and reporting relationships explained c. Immediate work colleagues introduced d. Workplace facilities and lay-out are shown to the employee e. Initial training in relevant Occupational Health and Safety, equipment and work systems provided f. Opportunities for the employee to clarify concerns and ask questions encouraged g. Training opportunities for the development of the individuals job role h. Expectations are clarified
3. Complete relevant workplace documentation	<ul style="list-style-type: none"> a. Enterprise personnel records are completed b. Tax declaration and other relevant documentation checked for compliance with requirements c. Employee requested for any additional information and notes taken of any required additional actions d. Company specific workplace documentation (if applicable) is submitted to appropriate personnel e. Requirements of territory/state/federal legislation on equal employment opportunity, sexual harassment and anti-discrimination is explained

Range of Variables

CONDUCT INDUCTION PROCESS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work may be performed under some supervision, generally within a team/group environment b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work may be undertaken in various work environments involved in warehousing, storage and distribution
2. Worksite environment may include :	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work conducted in restricted spaces or exposed conditions or controlled or open environments c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles
3. Sources of information/documents may include:	<ul style="list-style-type: none"> a. Goods identification numbers and codes b. Manifests c. Picking slips, merchandise transfers, stock requisitions and bar codes d. Manufacturer's specifications e. Company operating procedures and policies f. Supplier and/or client instructions g. Materials safety data sheets h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications i. Codes of Practice j. Legislation and Regulations k. Award, Enterprise Bargaining Agreement, other industrial arrangements l. Standards and certification requirements m. Quality assurance procedures
4. Workplace context may include:	<ul style="list-style-type: none"> a. Work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> b.1. workplace agreements and awards b.2. occupational health & safety b.3. State, Federal or Territory Legislation c. Consultative processes may involve <ul style="list-style-type: none"> c.1. staff members c.2. management c.3. union representatives c.4. industrial relations, Occupational Health and Safety specialists c.5. other professional or technical staff
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to:	<ul style="list-style-type: none"> a. Occupational Health & Safety b. Workplace Relations c. Workers Compensation d. Water and Road use and license arrangements e. License, Patent or copyright arrangements f. Dangerous goods and air freight regulations g. Export/Import/Quarantine/Bond requirements h. Environmental Protection Legislation i. Emergency Procedures

Evidence Guide

COMPLETE INDUCTION PROCESS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service and work effectively with others a.3. convey information in written and oral form a.4. maintain workplace records
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> a.1. focus of operation of work systems, equipment, management and site operating systems a.2. application of relevant industrial and legislative requirements a.3. requirements for the employee's new position and working relationships
4. Resource implications	<ul style="list-style-type: none"> a. Employee(s) for induction
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Application of knowledge and skills to: b. establishing plans c. describing consequences d. completing tasks e. identifying improvements f. applying safety precautions relevant to the task g. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> g.1. hazard policies and procedures including Codes of Practice: g.2. emergency, fire and accident procedures g.3. the use of personal protective clothing and equipment conforming to industry standards according to the nature of the task g.4. hazard identification g.5. issue resolution procedures g.6. job procedures and work instructions g.7. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items g.8. quality assurance procedures (where existing) g.9. security procedures g.10. following recognised housekeeping processes g.11. waste, pollution and recycling management processes h. Action taken promptly-accidents and incidents reported following enterprise procedures i. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others j. Work completed systematically with attention to detail and without damage of goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	3	2	3	1	2	2

Unit TDT L5 97B **APPLY CONFLICT RESOLUTION STRATEGIES**

Field L **Resource Management**

DESCRIPTION:

Knowledge and communications skills required to deal effectively with conflict in the workplace

ELEMENT	PERFORMANCE CRITERIA
1. Identify potential conflict situations	a. Signs, stages and possible causes of conflict in the workplace are identified.
2. Implement conflict resolution strategies	<ul style="list-style-type: none"> a. Factors and issues relevant to conflict are clarified. b. Strategies for dealing with conflict situations are developed. c. Options for resolution of the conflict are identified which allow for constructive responses to be negotiated and enable established work relationships to continue d. Strategies are implemented for the resolution of the source of conflict e. Outcomes of the process are monitored to ensure objectives continue to be met
3. Use effective interpersonal skills	<ul style="list-style-type: none"> a. Effective verbal and non verbal communication is used during negotiations, including body language, questioning, language style, active listening and reflection. b. Feedback is given assertively and received non-defensively during negotiations.

Range Of Variables

APPLY CONFLICT RESOLUTION STRATEGIES

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. Work may be undertaken in various work environments in Transport and Distribution Industries b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. customers and suppliers b.3. management and union representatives b.4. industrial relations, Occupational Health and Safety specialists b.5. other professional or technical staff, contractors and maintenance personnel c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise e. Customer and supplier contact and co-ordination is a requirement of these operations
2. Work activities require the application of:	<ul style="list-style-type: none"> a. Relevant workplace procedures including: <ul style="list-style-type: none"> a.1. enterprise policies and procedures a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.3. quality assurance procedures (where existing) a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures a.5. cultural diversity b. Relevant agreements, codes of practice and other legislative requirements c. Appropriate workplace language and communication strategies and interpretation of relevant information
3. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Quality or enterprise work specifications and procedures b. Workplace operating procedures and policies c. Supplier and/or client instructions d. Communications technology equipment, oral, aural or signed communications e. Personal and work area work procedures and practices f. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> f.1. workplace agreements and awards f.2. occupational health & safety procedures g. Applicable State, Territory, Commonwealth legislative framework and guidance material concerning: <ul style="list-style-type: none"> g.1. Occupational Health & Safety in terms of duties of employers, employees, suppliers and contractors g.2. Workplace Relations g.3. Workers Compensation g.4. Hazardous substances and dangerous goods g.5. Environment Protection g.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action h. Standards and certification requirements i. Quality assurance procedures j. Emergency procedures
4. Unit specific factors	<ul style="list-style-type: none"> a. Conflict may be internal or external to the enterprise and may involve all levels of the organisation

Evidence Guide

APPLY CONFLICT RESOLUTION STRATEGIES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. recognise typical symptoms and causes of conflict in the workplace and ways of resolving conflict situations.</p> <p>a.2. monitor team performance including mediating and resolving issues surrounding diverse work styles, aspirations, cultures and perspective maximising positive outcomes for the organisation and the individuals within it</p> <p>a.3. apply techniques to encourage appropriate participation of team / group members in networking with other teams/groups for mutual benefit</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of knowledge and skills in terms of job role or function:</p> <p>a.1. Signs, stages and possible causes of conflict in the workplace</p> <p>a.2. Options for constructive responses to typical conflict situations</p> <p>a.3. Give and follow simple instructions</p> <p>a.4. Interpersonal communication skills</p> <p>a.5. Participate in small informal work groups</p> <p>a.6. Gather, record and convey simple and routine work-related information</p>
4. Resource implications	a. Work team, work environment, business procedures
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Legislative requirements are met in the resolution of issues</p> <p>c. Modifies activities to cater for variations in workplace contexts and environment</p> <p>d. Demonstrates consistency of performance over time and in a range of contexts</p> <p>e. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</p> <p>f. Consistently considers when applying conflict resolution strategies :</p> <p>g. organisational policy and operating procedures including grievance procedures</p> <p>h. cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly</p> <p>i. Uses consultative approaches to implement and evaluate work conflicts</p> <p>j. Organisational performance is improved through resolution of issues and concerns in the workplace</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

Unit TDT L7 97B CO-ORDINATE FLEET CONTROL AND LOGISTICS

Field L Resource Management

DESCRIPTION:

Knowledge and skills to undertake the co-ordination of fleet control and scheduling function in a road transport enterprise

ELEMENT	PERFORMANCE CRITERIA
1. Carry out fleet control functions	<ul style="list-style-type: none">a. Equipment and drivers are allocated following company procedures and in consideration of pick-up and delivery requirements.b. The movement of documentation is tracked following company procedures
2. Prepare for contingencies	<ul style="list-style-type: none">a. Contingency plans are implemented in accordance with company procedures and scope of authority.b. Routine problems are identified, clarified and appropriately resolved following company procedures.
3. Communicate with customers and drivers	<ul style="list-style-type: none">a. Customer and driver enquiries are answered appropriately and following company procedures.b. Communication systems are accessed and used to communicate with drivers and customers in the completion of fleet management tasks.
4. Co-ordinate scheduling of operational tasks	<ul style="list-style-type: none">a. Computerised scheduling system is accessed and used for processing the delivery of freight in accordance with company procedures.b. Factors such as driver fatigue, customer requirement, road and weather conditions, OHS requirements, industrial award conditions and government regulations are taken into account when implementing delivery schedules in accordance with company policy and operational plan
5. Complete documentation	<ul style="list-style-type: none">a. Fleet management documentation is completed in accordance with company requirements.

Range Of Variables

CO-ORDINATE FLEET CONTROL AND LOGISTICS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. Work may be undertaken in various work environments in Transport and Distribution Industries b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. customers and suppliers b.3. management and union representatives b.4. industrial relations, Occupational Health and Safety specialists b.5. other professional or technical staff, contractors and maintenance personnel c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise e. Customer and supplier contact and co-ordination is a requirement of these operations
2. Job role context	<ul style="list-style-type: none"> a. Operates under general guidance on progress and outcomes of work b. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams
3. Work activities require the application of:	<ul style="list-style-type: none"> a. Relevant workplace procedures including: <ul style="list-style-type: none"> a.1. company policies and procedures a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.3. equipment allocation, driver allocation, pick up and delivery requirements a.4. quality assurance procedures (where existing) a.5. responding to and reporting of accidents and incidents within regulatory requirements and company procedures b. Relevant agreements, codes of practice and other legislative requirements c. Appropriate workplace language and communication strategies and interpretation of relevant information
4. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Quality or company work specifications and procedures b. Manufacturer's specifications and/or suppliers handling and storage advice c. Workplace operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Communications technology equipment, oral, aural or signed communications g. Personal and work area work procedures and practices h. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> h.1. workplace agreements and awards h.2. occupational health & safety procedures i. Applicable State, Territory, Commonwealth legislative framework and guidance material concerning: <ul style="list-style-type: none"> i.1. Occupational Health & Safety in terms of duties of employers, employees, suppliers and contractors i.2. Workplace Relations i.3. Transport of goods (including Codes of Practice and Local Government By-Laws) i.4. Hazardous substances and dangerous goods i.5. Environment Protection j. Standards and certification requirements k. Australian Dangerous Goods Code l. Quality assurance procedures m. Emergency procedures n. Transport routes, timetables
5. Unit specific factors	<ul style="list-style-type: none"> a. Consignments may be palletized, containerized, packaged or loose and in gas, liquid or solid form b. Transport may be single or multi-modal c. Modes of domestic transport may include: road, rail, air and sea d. Communication equipment may include radio, mobile phone (portable or in the cabin) paging devices, satellite tracking systems, on board computer

Evidence Guide

CO-ORDINATE FLEET CONTROL AND LOGISTICS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment should confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> a.1. carry out fleet control and scheduling functions within road transport a.2. suggest improvements to logistic operations and negotiate changes to processes and operational schedules a.3. implement transportation regulations and codes of practice a.4. compile operation schedules a.5. locate, interpret and apply relevant information a.6. provide customer/client service and work effectively with others
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<ul style="list-style-type: none"> a. Display of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> a.1. computerised fleet management and scheduling system(s) a.2. factors affecting scheduling in the road transport industry a.3. focus of operation of transport logistic systems, resources, management and workplace operating systems a.4. application of relevant Statutory requirements, Codes of Practice and Local Government By-laws a.5. using fleet communications equipment
4. Resource implications	<ul style="list-style-type: none"> a. Scheduling systems, hardware, communications equipment. b. Transport logistic projects requiring execution c. Timetables, route plans d. Transportation regulations
5. Consistency in performance may include	<ul style="list-style-type: none"> a. Establishes effective working relationships with colleagues b. Legislative requirements are met in any service provision or design c. Modifies activities to cater for variations in workplace contexts and environment d. Demonstrates consistency of performance over time and in a range of contexts e. Consistently considers when allocating tasks : <ul style="list-style-type: none"> e.1. competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required e.2. company policies including issue resolution and grievance procedures e.3. cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly f. Uses consultative approaches to implement and evaluate performance g. Organisational performance is improved through improved access to and utilisation of technology support systems and equipment
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	3	2	2	2

Unit TDT L8 98A COMPLETE ROUTINE ADMINISTRATIVE TASKS

Field L Resource Management

DESCRIPTION:

Skills and knowledge required to perform a range of routine administrative tasks

ELEMENT	PERFORMANCE CRITERIA
1. Receive and distribute incoming mail	a. Incoming mail is checked and registered to ensure accuracy of records b. Urgent and confidential mail is identified and distributed to the addressee promptly c. Mail is sorted and despatched to nominated person/location d. Damaged, suspicious or missing items are recorded and where necessary reported in accordance with enterprise procedures
2. Receive and despatch outgoing mail	a. Outgoing mail is collected from required sections of the organisation, checked and sorted to ensure all items are correctly prepared for despatch b. Mail items are collated, recorded in the register (where applicable), and correctly despatched to meet designated timelines
3. File documents	a. Documents are classified, sorted and filed in accordance with enterprise procedures b. Classification uncertainties are referred to other personnel in accordance with enterprise procedures
4. Identify and retrieve documents	a. Specified files/records are located within designated timelines b. Located files are extracted from system and despatched to the nominated person c. Security and confidentiality procedures are followed
5. Receive and relay written and oral messages	a. Messages are received and accurately recorded b. Areas of uncertainty are clarified with conveyor of the message c. Messages are relayed to the nominated person within designated timelines

Range of Variables

COMPLETE ROUTINE ADMINISTRATIVE TASKS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. This unit covers work within the Transport and Distribution industry b. Work is performed under supervision c. Customers may be internal or external d. Operations conducted day or night e. Environment may include movement of equipment, goods, materials and vehicular traffic f. Requirements for work may include: <ul style="list-style-type: none"> f.1. site restrictions and procedures f.2. use of safety and personal protection equipment f.3. communications equipment f.4. hours of operations f.5. security procedures f.6. relevant regulations g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. suppliers, potential customers and existing clients g.3. relevant authorities g.4. management and union representatives g.5. Occupational Health and Safety specialists, g.6. other maintenance, professional or technical staff
2. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Operations manuals, job specifications and procedures and induction documentation b. Competency standards and training materials c. Manufacturer's/client specifications, instructions and labelling advice including materials safety data sheets d. Workplace operating procedures and policies e. Supplier and/or client instructions f. Australian and International standards, criteria and certification requirements g. Communications technology equipment, oral, aural or signed communications h. Applicable State, Territory, Commonwealth legislative framework and guidelines concerning: <ul style="list-style-type: none"> – Occupational Health & Safety i. Standards and certification requirements j. Quality assurance procedures k. Emergency procedures l. International transport regulations, codes and procedures
3. Unit specific factors	<ul style="list-style-type: none"> a. Mail items may include: bulk quantities, single items, letters, facsimiles, e-mails, etc. b. Receive and despatch processes for internal and external mail/documents/messages follow enterprise processes and procedures

Evidence Guide

COMPLETE ROUTINE ADMINISTRATIVE TASKS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. receive and despatch various mail items</p> <p>a.2. select appropriate equipment and work systems</p> <p>a.3. complete required document filing tasks</p> <p>a.4. use appropriate communication strategies and equipment</p> <p>a.5. maintain enterprise records and documentation</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. use of a range of office equipment including telephone, computer systems for e-mail retrieval and despatch, facsimile machine, photocopier, answering and intercom systems</p> <p>a.2. implications of OHS/OSH legislation and codes of practice</p> <p>a.3. operational procedures for the receipt, transfer and storage of documents and files</p> <p>a.4. application of customer service policies and procedures</p> <p>a.5. site/area layout</p>
4. Resource implications	a. Access to a range of routine office administrative tasks and equipment
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the safe use of machinery and equipment</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

Unit TDT L9 98A **MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT**

Field L Resource Management

DESCRIPTION:

Skills and knowledge required to manage personal performance and professional development within the context of the organisation

ELEMENT	PERFORMANCE CRITERIA
1. Manage self	<ul style="list-style-type: none"> a. Personal qualities and performance serves as a role model in the workplace b. Personal goals and plans reflect the organisation's plans, and personal roles, responsibilities and accountabilities c. Action is taken to achieve and extend personal goals beyond those planned d. Consistent personal performance is maintained in varying work conditions and work contexts
2. Set and meet own work priorities	<ul style="list-style-type: none"> a. Competing demands are prioritised to achieve personal, team and the organisation's goals and objectives b. Technology is used efficiently and effectively to manage work priorities and commitments
3. Develop and maintain professional competence	<ul style="list-style-type: none"> a. Personal knowledge and skills is assessed against competency standards to determine development needs and priorities b. Feedback from clients and colleagues is used to identify and develop ways to improve competence c. Management development opportunities suitable to personal learning style(s) are selected and used to develop competence. d. Participation in professional networks and associations enhances personal knowledge, skills and relationships e. New skills are identified and developed to achieve and maintain a competitive edge

Range of Variables

MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. Work may be undertaken in various work environments in Transport and Distribution Industries b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. customers and suppliers b.3. management and union representatives b.4. industrial relations, Occupational Health and Safety specialists b.5. other professional or technical staff, contractors and maintenance personnel c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise e. Customer and supplier contact and co-ordination is a requirement of these operations
2. Job role context	<ul style="list-style-type: none"> a. Operates under general guidance on progress and outcomes of work b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures c. A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams
3. Work activities require the application of:	<ul style="list-style-type: none"> a. Relevant workplace procedures including: <ul style="list-style-type: none"> a.1. enterprise policies and procedures a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.3. quality assurance procedures (where existing) a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures b. Relevant agreements, codes of practice and other legislative requirements c. Appropriate workplace language and communication strategies and interpretation of relevant information
4. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Quality or enterprise work specifications and procedures b. Manufacturer's specifications and/or suppliers handling and storage advice c. Workplace operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Communications technology equipment, oral, aural or signed communications g. Personal and work area work procedures and practices h. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> h.1. workplace agreements and awards h.2. occupational health & safety procedures i. Applicable State, Territory, Commonwealth legislation and any related regulations concerning: <ul style="list-style-type: none"> i.1. Occupational Health & Safety in terms of duties of employers, employees, suppliers and contractors i.2. Workplace Relations i.3. Workers Compensation i.4. Hazardous substances and dangerous goods i.5. Environment Protection i.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action j. Standards and certification requirements k. License, Patent or copyright arrangements l. Quality assurance procedures m. Emergency procedures
5. Unit specific factors	<ul style="list-style-type: none"> a. Work priorities and professional development are directed at maximising achievement of the individual in accordance with the enterprises objectives and strategic plans

Evidence Guide

MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. assess own performance</p> <p>a.2. manage own work to achieve organisational goals and required results</p> <p>a.3. manage competing priorities to achieve personal and organisational goals and results</p> <p>a.4. develop a clear set of work goals</p> <p>a.5. seek feedback and act on constructive advice</p> <p>a.6. develop constructive responses when confronted with problems</p> <p>a.7. identify requirements of tasks and organise planning, job completion and evaluation stages</p> <p>a.8. research, interpret and apply relevant information</p> <p>a.9. provide customer/client service and work effectively with others</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. competencies required to increase participation in the planning and development organisation</p> <p>a.2. appropriate learning methods to maintain current competence or develop new competencies</p> <p>a.3. resource availability including the competencies of individuals in the team / group</p> <p>a.4. coaching and mentoring approaches to support team members to share knowledge and skills</p> <p>a.5. enterprise business policies and plans including procedures for undertaking professional development</p> <p>a.6. selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	a. Activities to reflect and promote personal competence
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Monitoring own performance and identifying means to improve personal</p> <p>c. Decisions are made within responsibility and authority</p> <p>d. Modifies activities to cater for variations in workplace contexts and environment</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</p> <p>g. Consistently considers when allocating tasks :</p> <p>g.1. competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required</p> <p>g.2. enterprise policies including issue resolution and grievance procedures</p> <p>g.3. integrates culturally diverse viewpoints into own values system</p> <p>h. Uses consultative approaches to implement and evaluate performance management systems, training and goal achievement</p> <p>i. Organisational performance is improved through improved access to and utilisation of training and development</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology

3	2	3	2	2	3	2
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Unit TDT L10 98A ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

Field L Resource Management

DESCRIPTION:

Skills and knowledge required to assess, negotiate and confirm transport requirements with customers

ELEMENT	PERFORMANCE CRITERIA
<p>12. Assess goods/stock to be transported</p>	<ul style="list-style-type: none"> a. Customer service parameters are followed in accordance with enterprise procedures b. In consultation with customer determine: <ul style="list-style-type: none"> b.1. the type of goods to be transported b.2. the load characteristics including perishability, spoilage, fragility, compatibility b.3. the packing and stowing requirements for the load b.4. the aggregate capacity of load to be transported c. Regulatory and/or specific requirements for load shipment are identified d. Specific load handling characteristics/requirements are identified e. Task requirements are matched to enterprise capability and operational focus
<p>13. Determine transit requirements</p>	<ul style="list-style-type: none"> v. Applicable transportation modes are matched for customers geographic location, load packaging characteristics, quantity of goods to be transported and any special requirements w. Required pick-up and destination point(s) are identified and assessed for safe access and operation x. Specified transit times and routes are identified and agreed with customer y. Transportation mode(s) are determined with customer with regard to load characteristics, transit requirements and cost-effectiveness z. Risk assessment of transport service is undertaken in accordance with enterprise policy and procedures
<p>14. Complete documentation</p>	<ul style="list-style-type: none"> a. Decisions for proceeding with task are undertaken or referred in (in accordance with workplace procedures) within scope of authority b. Parameters of service requirements for the enterprise and customer are documented c. Quotations for services/specifications are itemised and documented d. Legislative, insurance or specific conditions for load transport are recorded

Range of Variables

**ASSESS AND CONFIRM CUSTOMER
TRANSPORT REQUIREMENTS**

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> a. Work may be undertaken in various work environments in the Warehousing, Storage Transport and Distribution Industries b. Consultative processes may involve: <ul style="list-style-type: none"> b.1. other employees and supervisors b.2. customers and suppliers b.3. management and union representatives b.4. industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise e. Customer and supplier contact and co-ordination is a requirement of these operations
2. Job role context	<ul style="list-style-type: none"> a. Operates under general guidance on progress and outcomes of work b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures c. A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams
3. Work activities require the application of:	<ul style="list-style-type: none"> a. Relevant workplace procedures including: <ul style="list-style-type: none"> a.1. company policies and procedures a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.3. quality assurance procedures (where existing) a.4. responding to and reporting of accidents and incidents within regulatory requirements and company procedures b. Relevant agreements, codes of practice and other legislative requirements c. Appropriate workplace language and communication strategies and interpretation of relevant information
4. Sources of information / documents may include:	<ul style="list-style-type: none"> a. Quality or company work specifications and procedures b. Manufacturer's specifications and/or suppliers handling and storage advice c. Workplace operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Communications technology equipment, oral, aural or signed communications g. Personal and work area work procedures and practices h. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> h.1. workplace agreements and awards h.2. occupational health & safety procedures h.3. Applicable State, Territory, Commonwealth legislative framework concerning: h.4. Occupational Health & Safety h.5. Workplace Relations h.6. Transport Acts and regulations, Codes of Practice, Local Government By-Laws h.7. Hazardous substances and dangerous goods h.8. Environment Protection i. Standards and certification requirements j. Australian Dangerous Goods Code k. Quality assurance procedures l. Emergency procedures m. Transport routes, timetables
5. Unit specific factors	<ul style="list-style-type: none"> a. Consignments may be palletized, containerized, packaged or loose and in gas, liquid or solid form b. Special requirements may involve: temperature controlled stock, live stock, dangerous goods, hazardous substances, specific security arrangements, oversize loads. c. Decisions to provide service to customer is undertaken within scope of authority d. Decisions should reflect the scope of the organisation to undertake the task, and/or to outsource some or all of task

Evidence Guide

ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. apply leadership skills to the completion of transport projects including the assessment of tasks, and facilitation of planning processes</p> <p>a.2. manage own work to achieve organisational goals and required results</p> <p>a.3. suggest improvements to transport operations and negotiate changes to improve service delivery</p> <p>a.4. mediate and resolve issues surrounding service operations maximising positive outcomes for the organisation and for customers</p> <p>a.5. apply techniques to encourage appropriate participation of team / group members and external organisations or individual with relevant expertise</p> <p>a.6. identify requirements of tasks and organise planning, job completion and evaluation stages</p> <p>a.7. locate, interpret and apply relevant information</p> <p>a.8. provide customer/client service and work effectively with others</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role. Related units may include Plan Transport Logistics, Implement and monitor transport logistics</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. focus of operation of quotation/specification systems, resources, management and workplace operating systems</p> <p>a.2. identification and assessment of appropriate transport mode(s)</p> <p>a.3. resource availability and capability</p> <p>a.4. company business policies and plans</p> <p>a.5. selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	<p>a. Transport projects requiring execution</p> <p>b. Enterprise quotation and assessment systems</p> <p>c. Access to resource database</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Legislative requirements are met in any service provision or design</p> <p>c. Modifies activities to cater for variations in workplace contexts and environment</p> <p>d. Demonstrates consistency of performance over time and in a range of contexts</p> <p>e. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</p> <p>f. Consistently considers when allocating tasks :</p> <p>f.1. competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required</p> <p>f.2. company policies including issue resolution and grievance procedures</p> <p>g. Uses consultative approaches to implement and evaluate performance</p> <p>h. Organisational performance is improved through improved access to and utilisation of technology support systems and equipment</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	3	3	3

Unit TDT M1 97A PREPARE FOR TRAINING (CATEGORY 1)

Field M Training

DESCRIPTION:

Skills and knowledge required to plan for the training of individuals or small groups when structured training is not a major part of the employee's job role

ELEMENT	PERFORMANCE CRITERIA
Confirm the need for training	<p>The specific training need is identified or advised by appropriate personnel</p> <p>The specific training need is confirmed with appropriate personnel</p> <p>The training objectives reflect the specific training need</p>
Plan and document training session	<p>Training outcomes are clearly stated</p> <p>Steps in the training session follow a logical sequence</p> <ul style="list-style-type: none"> the training outcomes employee characteristics availability of equipment and resources <p>Plans for skills practice by employees are made</p> <p>Tools, equipment and other resources required are identified</p> <p>Provision for monitoring employees progress is made</p> <p>Evidence required for assessment and how it will be collected is stated</p>
Arrange location and resources	<p>Resources required for training are identified and approved by appropriate personnel</p> <p>Suitable locations for the training are arranged</p> <p>The equipment, tools and other resources required are available when needed</p> <p>Arrangements are made with any people who are required to help in the training session or in the follow-up to the training session</p> <p>The training environment is arranged to simulate work tasks</p>
Notify employees	<p>Employees are notified of the purpose, like outcomes, time and place of the training session</p> <p>Employees' supervisor(s) are notified of the time and place of the training and of any other requirements for the training session</p>

Range Of Variables

PREPARE FOR TRAINING (CATEGORY 1)

VARIABLE	SCOPE
<i>General context</i>	<p>Work is performed under some supervision, generally within a team environment</p> <p>Customers may be internal or external</p> <p>Enterprises may comprise large, medium or small worksites</p> <p>Work may be undertaken in various work environments</p> <p>Training may be involved with work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances, movements of equipment, good, vehicles</p>
Sources of information/documents may include	<p>Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</p> <p>Manufacturer's specifications</p> <p>Enterprise operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Materials safety data sheets</p> <p>Codes of Practice</p> <p>Legislation and Regulations</p> <p>Award, Enterprise Bargaining Agreement, other industrial arrangements</p> <p>Standards and certification requirements</p> <p>Quality assurance procedures</p>
Workplace context may include	<p>Work organisation procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> workplace agreements and awards occupational health & safety state, Federal or Territory Legislation <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> staff members Management Union representatives Industrial relations, Occupational Health and Safety specialists Other professional or technical staff
Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<p>Occupational Health & Safety</p> <p>Workplace Relations</p> <p>Workers Compensation</p> <p>Water and Road use and license arrangements</p> <p>License, Patent or copyright arrangements</p> <p>Dangerous goods and air freight regulations</p> <p>Export/Import/Quarantine/Bond requirements</p> <p>Environmental Protection Legislation</p> <p>Equal Employment and Equal Employment Opportunity legislation</p> <p>State/Territory Training Authority Legislation and Regulations</p> <p>Emergency Procedures</p>

Evidence Guide

PREPARE FOR TRAINING (CATEGORY 1)

Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> locate, interpret and apply relevant information support learning of self and others work effectively with others convey information in written and oral form maintain workplace records explain requirements for the training and provide individualised help to promote learning explain to others the need for training, the outline of the training session and intended outcomes of the training select training method and locations recognises individual differences in employees undertaking training and adjust training strategy to suit plan (in writing) training session
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function particularly <i>Deliver Training</i>
Required knowledge and skills	<p>Displays the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> competency in the units being taught familiarity with the workplace application of the related units of competency for this training and any pre-requisite units communication skills appropriate for the explanation and oral questioning of employees undertaking training application of relevant industrial requirements
Resource implications	Access to appropriate units of competency, facilities and potential target audience
Consistency in performance	<p>Applies knowledge and skills when:</p> <ul style="list-style-type: none"> establishing plans identifying improvements organising training site and any equipment requirements providing feedback to employee undertaking training and relevant supervisory personnel <p>Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> hazard policies and procedures including Codes of Practice job procedures and work instructions quality assurance procedures (where existing) security procedures <p>Action taken promptly – accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
Context for assessment	Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	2	2	2

Unit TDT M2 97A DELIVER TRAINING (CATEGORY 1)

Field M Training

DESCRIPTION:
 Deliver training on an individual basis or to small groups when structured training is not a major part of the employee's job role

ELEMENT	PERFORMANCE CRITERIA
Prepare employees	The objectives of the training session are explained and discussed with the employees The sequence of activities to be followed in the training session is explained to employees Employees are made aware of the work application of the skill or job being taught Any barriers to the performance of the required competencies being taught are identified and discussed with employees The assessment process, reasons and desired outcomes are explained to employees
Instruct employees	A systematic approach is taken to instruction, taking into account <ul style="list-style-type: none"> explanation demonstration review employee responses employee demonstration feedback Instruction process is revised and modified as necessary to meet the employee's learning needs Employees are encouraged by positive comments from the trainer Feedback during instruction is designed to help employees learn from their mistakes Employees are encouraged and guided to evaluate their own performance and diagnose it for improvement
Provide opportunities for practice	Practice opportunities are provided according to the specific learning situation and the training objectives Constructive feedback and reinforcement are provided during practice Employees' readiness for assessment is monitored
Confirm employee has reached required standard of performance	Evidence of satisfactory performance by the employee is collected in accordance with the training session plan The employee is advised when they have reached the required standard of performance Other appropriate personnel are advised that the employee has reached the required standard of performance

Range of Variables

DELIVER TRAINING (CATEGORY 1)

VARIABLE	SCOPE
General context	<p>Training may be for single employees or small groups</p> <p>Training delivery may be on the job or in a simulated setting</p> <p>Work is performed under some supervision, generally within a team environment</p> <p>Customers may be internal or external</p> <p>Enterprises may comprise large, medium or small worksites</p> <p>Work may be undertaken in various work environments</p> <p>Training may be involved with Work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances, movements of equipment, goods, vehicles</p> <p>Operations conducted by day or night</p>
Sources of information/documents may include	<p>Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</p> <p>Manufacturer's specifications</p> <p>Enterprise operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Materials safety data sheets</p> <p>Codes of Practice</p> <p>Legislation and Regulations</p> <p>Award, Enterprise Bargaining Agreement, other industrial arrangements</p> <p>Standards and certification requirements</p> <p>Quality assurance procedures.</p>
Workplace context may include	<p>Work organisation procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including workplace agreements and awards</p> <p>occupational health & safety</p> <p>State, Federal or Territory Legislation</p> <p>Consultative processes may involve</p> <p>staff members</p> <p>management</p> <p>union representatives</p> <p>industrial relations, Occupational Health and Safety specialists</p> <p>other professional or technical staff</p> <p>registered training provider personnel</p>
Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<p>Occupational Health & Safety</p> <p>Workplace Relations</p> <p>Workers Compensation</p> <p>Water and Road use and license arrangements</p> <p>License, Patent or copyright arrangements</p> <p>Dangerous goods and air freight regulations</p> <p>Export/Import/Quarantine/Bond requirements</p> <p>Environmental Protection Legislation</p> <p>Equal Employment and Equal Employment Opportunity Legislation</p> <p>State/Territory Training Authority Legislation and Regulations</p> <p>Emergency Procedures</p>

Evidence Guide

DELIVER TRAINING (CATEGORY 1)

Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> locate, interpret and apply relevant information support learning of self and others work effectively with others convey information in written and oral form maintain workplace records follow the (written) plan to conduct the training making appropriate adjustments for context and participant(s) provide practical demonstrations as part of the explanation process reinforce consistent application by participants of desirable attributes encourage practice and feedback from participants assist participants to access required information and use it to inform learning
Interdependent assessment of units	<p>This unit of competency may be assessed in conjunction with other units that form part of a job role or function particularly <i>Prepare for Training</i></p>
Required knowledge and skills	<p>Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> competency in the units being taught familiarity with the workplace application of the related units of competency for this training and any pre-requisite units communication skills appropriate for the explanation and oral questioning of employees undertaking training application of relevant industrial requirements range of delivery strategies questioning techniques contingency management coaching and mentoring approaches
Resource implications	<p>Access to plans for training, appropriate facilities and employees wishing to take part in training</p>
Consistency in performance	<p>Applies knowledge and skills when</p> <ul style="list-style-type: none"> establishing plans identifying improvements organising training site and any equipment requirements providing feedback to employee undertaking training and relevant supervisory personnel <p>Actively provides feedback to participants with encouragement, hints for improvement and direction where this is required. Adjusts presentation to suit audience and context</p>
Context for assessment	<p>Assessment may occur on the job or in a simulated workplace</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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Unit TDT M3 97A REVIEW TRAINING (CATEGORY 1)

Field M Training

DESCRIPTION:

Knowledge and skills required to review, record and evaluate an individual's training and to support colleagues in developing strategies to meet learning needs

ELEMENT	PERFORMANCE CRITERIA
Evaluate training session	Employees are asked to assess personal ability to apply the required competencies as a result of the training session(s) and discuss possible improvements Employees' reaction to the training session is sought Own performance is reviewed against session objectives and in response to employees' comments Review comments are summarised The results of the evaluation are used to guide future training effort
Record training	The details of the employees who have completed the training are accurately recorded according to the organisation's requirements Other records as required by legislation or agreement are kept Records are released to authorised personnel only Records are securely stored
Provide information on training	Information on training proposed, in hand or completed is readily available to management Information on appropriate, available training is provided to employees on request

Range of Variables

REVIEW TRAINING (CATEGORY 1)

VARIABLE	SCOPE
General context	<p>Training may be for single employees or small groups</p> <p>Training delivery may be on the job or in a simulated setting</p> <p>Work is performed under some supervision, generally within a team environment</p> <p>Customers may be internal or external</p> <p>Enterprises may comprise large, medium or small worksites</p> <p>Work may be undertaken in various work environments</p> <p>Training may be involved with work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances, movements of equipment, goods, vehicles</p> <p>Operations conducted by day or night</p>
Sources of information/documents may include	<p>Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</p> <p>Manufacturer's specifications</p> <p>Enterprise operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Materials safety data sheets</p> <p>Codes of Practice</p> <p>Legislation and Regulations</p> <p>Award, Enterprise Bargaining Agreement, other industrial arrangements</p> <p>Standards and certification requirements</p> <p>Quality assurance procedures</p>
Workplace context may include	<p>Work organisation procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including workplace agreements and awards</p> <p>occupational health & safety</p> <p>State, Federal or Territory Legislation</p> <p>Consultative processes may involve</p> <p>staff members</p> <p>management</p> <p>union representatives</p> <p>industrial relations, Occupational Health and Safety specialists</p> <p>other professional or technical staff</p> <p>registered training provider personnel</p>
Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to	<p>Occupational Health & Safety</p> <p>Workplace Relations</p> <p>Workers Compensation</p> <p>Water and Road use and license arrangements</p> <p>License, Patent or copyright arrangements</p> <p>Dangerous goods and air freight regulations</p> <p>Export/Import/Quarantine/Bond requirements</p> <p>Environmental Protection Legislation</p> <p>Equal Employment and Equal Employment Opportunity Legislation</p> <p>State/Territory Training Authority Legislation and Regulations</p> <p>Emergency Procedures</p>

Evidence Guide

REVIEW TRAINING (CATEGORY 1)

Critical Aspects of Evidence	<p>Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> locate, interpret and apply relevant information support learning of self and others work effectively with others convey information in written and oral form actively encourage participants to offer suggestions for improvements to training complete accurate records of training conducted, participant involvement, competencies addressed and participant achievement in relation to demonstration of required competencies
Interdependent assessment of units	<p>This unit of competency may be assessed in conjunction with other units that form part of a job role or function particularly <i>Deliver Training</i></p>
Required knowledge and skills	<p>Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> familiarity with the workplace application of the units of competency is required for this training and any pre-requisite units communication skills appropriate for gathering evidence regarding the usefulness of training application of relevant industrial requirements application of enterprise and provider policies, equal opportunity and equal employer opportunity legislation and processes maintenance of confidentiality of records ethical handling of performance issues
Resource implications	<p>Access to records system for training, information, and participants from training sessions, relevant trainers and supervisory staff (where appropriate)</p>
Consistency in Performance	<p>Applies knowledge and skills when</p> <ul style="list-style-type: none"> Identifying review strategies Conducting discussions with training participants Recording outcomes of training Making recommendations for improvement Completing workplace documentation <p>Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> hazard policies and procedures including Codes of Practice job procedures and work instructions quality assurance procedures (where existing) security procedures <p>Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
Context for assessment	<p>Assessment may occur on the job or in a simulated workplace</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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Unit TDT M4 97A PREPARE FOR TRAINING (CATEGORY 2)

Field M Training

DESCRIPTION:

Prepare to deliver training and have responsibility for facilitating the training of groups to achieve pre-determined outcomes

ELEMENT	PERFORMANCE CRITERIA
Confirm the needs for training	Information on training needs is collected using appropriate investigation methods Appropriate methods of analysis are used to interpret the information Conclusions about the need for training are verified with appropriate personnel
Define training requirements	Competencies that relate to specific jobs, roles or functions are identified Applicable endorsed competency standards are obtained and used Competencies held by individuals are correctly compared with competencies required for the job, role or function Training outcomes are identified in consultation with relevant parties Barriers to learning are identified
Develop training programs	The outcomes of training will meet the performance and underpinning knowledge requirements for the relevant unit(s) Sequence and timing of the learning activities are recorded Strategies are adopted to make training accessible and effective for all employees Strategies to overcome barriers to learning are developed Training methods are identified which are appropriate for the training outcomes employee characteristics availability of equipment and resources Training is designed and developed so that, at appropriate stages, learning will be confirmed and feedback provided to employees Opportunity is provided for employees to relate learning to their work situation Employees are given the opportunity to manage their own learning Learning materials are identified Evidence required for assessment and how it will be collected is stated Training costs are identified and confirmed with appropriate personnel
Prepare learning materials	Outcomes of the training including relevant unit ,or units, of competency are listed Design decisions are taken to overcome barriers to learning Subject matter required to achieve the competencies is specified Formats for the material are selected which enhance the learning capability of employees Text appropriate in terms of language, style and level, is used Clear, accurate visual materials conforming to display conventions are used Instructions for use of required equipment are provided Copyright laws are observed
Manage training events	Resources required for training are identified, and approved by appropriate personnel A training location is identified and arranged to support the learning opportunities specified The required equipment, tools and other resources are identified and arranged to support the learning opportunities specified Arrangements are made with any people who are required to help in the training program The training environment arranged is safe and accessible
Establish training data bank	A list of internal training resource people is maintained External people from whom information on training can be obtained are identified and recorded Training materials and information on training and assessment are held in an accessible form An up to date register of likely external courses and providers is maintained

Range of Variables

PREPARE FOR TRAINING (CATEGORY 2)

VARIABLE	SCOPE
General context	<p>Training is for facilitating group learning</p> <p>Training delivery may be on the job or in a simulated setting, utilising a range of methods, locations and contexts</p> <p>Training may involve single site or multi site operations</p> <p>Outcomes of training and assessment impact on organisational effectiveness</p> <p>Work is performed under some supervision, generally within a team environment</p> <p>Customers may be internal or external</p> <p>Enterprises may comprise large, medium or small worksites</p> <p>Work may be undertaken in various work environments</p> <p>Training may be involved with work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances, movements of equipment, goods, vehicles</p> <p>Operations conducted by day or night</p>
Sources of information/documents may include	<p>Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</p> <p>Manufacturer's specifications</p> <p>Enterprise operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Materials safety data sheets</p> <p>Codes of Practice</p> <p>Legislation and Regulations</p> <p>Award, Enterprise Bargaining Agreement, other industrial arrangements</p> <p>Standards and certification requirements</p> <p>Quality assurance procedures</p>
Workplace context may include	<p>Work organisation procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including workplace agreements and awards</p> <p>occupational health & safety</p> <p>State, Federal or Territory Legislation</p> <p>Consultative processes may involve</p> <p>staff members</p> <p>management</p> <p>union representatives</p> <p>industrial relations, Occupational Health and Safety specialists</p> <p>other professional or technical staff</p> <p>registered training provider personnel</p>
Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to	<p>Occupational Health & Safety</p> <p>Workplace Relations</p> <p>Workers Compensation</p> <p>Water and Road use and license arrangements</p> <p>License, Patent or copyright arrangements</p> <p>Dangerous goods and air freight regulations</p> <p>Export/Import/Quarantine/Bond requirements</p> <p>Environmental Protection Legislation</p> <p>Equal Employment and Equal Employment Opportunity Legislation</p> <p>State/Territory Training Authority Legislation and Regulations</p> <p>Emergency Procedures</p>

Evidence Guide

PREPARE FOR TRAINING (CATEGORY 2)

Critical aspects of evidence	<p>Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> Analyse training needs of individuals and particular target groups Match training needs to endorsed units of competency Devise training system to implement required competencies within the workplace context Identify support mechanisms for employees requiring language or other particular training support Plan for use of a range of delivery methods and approaches to allow for trainer/participant choice to meet needs of particular training contexts and special needs Select suitable learning resources and customise them for the delivery setting Design and produce resources to meet identified gaps Access appropriate training venues and areas and arrange appropriately for the required training outcomes
Interdependent Assessment	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills	<p>Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> Applications of Transport and Distribution Competency Standards and Australian Qualifications Framework (AQF) in the enterprise Relationships of units of competency and enterprise industrial agreements and skill based classification systems Applications of the relevant enterprise policies and procedures that apply to that work and (any) related legislation on regulatory requirements Design and copyright considerations for learning resources Sources of assistance for participants requiring language or other particular training support Adapt learning resources including modules and learner guides to suit target audience and delivery context Requirements for compliance with copyright law for resources used in training
Resource implication	Access to target audience, potential opportunities to identify training needs in an organisational context, relevant standards and resources
Consistency in performance	<p>Applies knowledge and skills when</p> <ul style="list-style-type: none"> Identifying training needs for individuals and organisations Planning for training sessions Preparing resources Organising training events <p>Ensuring observance of occupational health & safety and security standards</p> <p>Follows enterprise procedures for planning of training, accessing participants and resources, venues and equipment for training purposes</p> <p>Records of training resources maintained</p> <p>Planned training meets enterprise/participant-training needs</p>
Context for assessment	Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	3

Unit TDT M5 97A DELIVER TRAINING (CATEGORY 2)

Field M Training

DESCRIPTION:

Deliver training and have responsibility for facilitating the training of groups to achieve pre-determined outcomes

ELEMENT	PERFORMANCE CRITERIA
Prepare employees for the learning experience	<p>Objectives of the training session(s) and the units of competency to be achieved are explained to, and discussed with, employees</p> <p>Any barriers to learning are explored with employees</p> <p>The sequence of activities to be followed in the training program is explained to employees</p> <p>Ways in which the competencies are to be developed and assessed are explained to, and discussed with employees</p>
Present training session	<p>Presentation and training methods are structured and appropriate for the development of the competencies by the employees</p> <p>Presentation and training methods provide variety, encourage participation and reinforce key points</p> <p>Presentation process is reviewed and modified as necessary to meet employees' learning needs</p> <p>Training equipment and materials are used in a way that enhances learning</p> <p>Information is clear and accurate and presented in correct sequence</p> <p>Employees are encouraged to participate by asking questions, clarifying points of concern and contributing comments at appropriate and identified stages</p> <p>Supplementary information is provided to enhance and clarify understanding as required</p> <p>Summaries of key points are used at appropriate times in the presentation session to reinforce learning</p>
Support employees in managing own learning	<p>Resource materials suitable for self-managed learning are provided</p> <p>The requirements for the effective participation in the learning process is explained</p> <p>Health and safety hazards are pointed out to employees</p> <p>Timely information and advice is given to employees during the learning process</p> <p>Participant learning progress is monitored and assistance is provided to those who require help</p> <p>Opportunities to make choices and decisions are provided</p>
Facilitate group learning	<p>The rationale, process and outcomes expected from the group training session(s) are explained to employees</p> <p>Group training methods are used to maximise learning effectiveness</p> <p>Individuals are assigned to groups in which they can work effectively</p> <p>Groups are provided with clear directions, and guidance on content and process as required</p> <p>Groups are assisted to recognise the needs and requirements of individual members</p> <p>Interventions by the trainer in group discussions are properly managed</p> <p>Review of effectiveness of group activities and learning approaches is shared between the participants and the trainer</p>
Provide opportunities for practice	<p>Practice opportunities are provided according to the specific learning situation and the training program</p> <p>Employees' readiness for assessment as having achieved competency is monitored and discussed with employees</p> <p>Process, rationale and outcomes of practice are discussed with employees</p> <p>Constructive feedback and reinforcement are provided during practice</p>
Provide feedback on progress to employees	<p>Employees' progress is evaluated against learning outcomes, organisation and employee goals</p> <p>Feedback is given to employees on the outcomes of progress review</p> <p>Employees are helped to consider and evaluate individual and group progress</p> <p>Progress results are diagnosed to provide a guide for the approach to next steps in training</p>
Review delivery experience	<p>Employees' reaction to the delivery is sought and discussed at appropriate times</p> <p>Trainer's performance is self-assessed against predetermined goals</p> <p>Adjustments to delivery practices are considered and incorporated</p>

Range of Variables

DELIVER TRAINING (CATEGORY 2)

VARIABLE	SCOPE
General context	<p>Training is for facilitating group learning</p> <p>Training delivery may be on the job or in a simulated setting, utilising a range of methods, locations and contexts</p> <p>Training may involve single site or multi site operations</p> <p>Outcomes of training and assessment impact on organisational effectiveness</p> <p>Work is performed under some supervision, generally within a team environment</p> <p>Customers may be internal or external</p> <p>Enterprises may comprise large, medium or small worksites</p> <p>Work may be undertaken in various work environments</p> <p>Training may be involved with work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances, movements of equipment, goods, vehicles</p> <p>Operations conducted by day or night</p>
Sources of information/documents may include	<p>Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</p> <p>Manufacturer's specifications</p> <p>Enterprise operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Materials safety data sheets</p> <p>Codes of Practice</p> <p>Legislation and Regulations</p> <p>Award, Enterprise Bargaining Agreement, other industrial arrangements</p> <p>Standards and certification requirements</p> <p>Quality assurance procedures</p>
Workplace context may include	<p>Work organisation procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including workplace agreements and awards</p> <p>occupational health & safety</p> <p>State, Federal or Territory Legislation</p> <p>Consultative processes may involve</p> <p>staff members</p> <p>management</p> <p>union representatives</p> <p>industrial relations, Occupational Health and Safety specialists</p> <p>other professional or technical staff</p> <p>registered training provider personnel</p>
Applicable State/Territory/ Commonwealth regulations and legislation may include but are not limited to	<p>Occupational Health & Safety</p> <p>Workplace Relations</p> <p>Workers Compensation</p> <p>Water and Road use and license arrangements</p> <p>License, Patent or copyright arrangements</p> <p>Dangerous goods and air freight regulations</p> <p>Export/Import/Quarantine/Bond requirements</p> <p>Environmental Protection Legislation</p> <p>Equal Employment and Equal Employment Opportunity Legislation</p> <p>State/Territory Training Authority Legislation and Regulations</p> <p>Emergency Procedures</p>

Evidence Guide

DELIVERY TRAINING (CATEGORY 2)

Critical aspects of evidence to be considered	<p>Use the training program and the relevant units of competency to deliver training customised to the group and delivery context</p> <p>Access support mechanisms for employees requiring language or other training support</p> <p>Select and use a range of delivery methods to suit participants, context and competencies to be achieved</p> <p>Operate within a variety of training contexts and with varied groups of participants</p> <p>Provide support to individual learners within a group-training context</p>
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills	<p>Displays the following knowledge and skills in terms of job role or function</p> <p>Applications of Transport and Distribution Competency Standards and Australian Qualifications Framework (AQF) in the enterprise</p> <p>Relationships of units of competency and enterprise industrial agreements and skill based classification systems</p> <p>Applications of the relevant enterprise policies and procedures that apply to that work and (any) related legislation on regulatory requirements</p> <p>Principles of adult learning and required knowledge for the unit(s) of competency</p> <p>Alternate delivery strategies and approaches</p> <p>Range of resource materials available</p> <p>Focus of operation of work systems, equipment or management, site and organisational operating procedures</p> <p>Application of relevant industrial or other legislative requirements</p> <p>Identification and correct use of equipment, processes and procedures</p> <p>Modifying activities dependent on differing workplace contexts and environment</p>
Resource implications	Access to training situations and groups requiring training
Consistency in performance	<p>Applies knowledge and skills when</p> <ul style="list-style-type: none"> Establishing plans Describing consequences Completing tasks Identifying improvements Applying safety precautions relevant to the task Questioning individuals Providing instruction and information <p>Follows enterprise policy for training and record keeping</p> <p>Responds to feedback and modifies delivery to improve performance</p> <p>Shows evidence of application of relevant workplace procedures</p> <ul style="list-style-type: none"> Hazard policies and procedures including Codes of Practice Issue resolution procedures Security procedures. <p>Recognises and adapts appropriately to cultural differences in the workplace including models of behaviour and interactions among staff and others</p>
Context for assessment	Assessment may occur on the job or in the industry-approved facility

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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3	3	2	3	2	3	2
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Unit TDT M6 97A REVIEW AND PROMOTE TRAINING (CATEGORY 2)

Field M Training

DESCRIPTION:

Promotion and evaluation of training effort

ELEMENT	PERFORMANCE CRITERIA
Evaluate training	<p>Training is evaluated against identified needs and outcomes</p> <p>Employees are encouraged to raise problems or difficulties with any aspect of the training session</p> <p>Employees' reaction to training session is sought</p> <p>Employees are encouraged to evaluate own progress towards achieving competency</p> <p>Own performance is reviewed against session objectives and in response to employee's comments</p> <p>Provision of training within approved budget is reviewed</p> <p>The results of the evaluation are used to guide further training</p>
Record training data	<p>Details of training program and participants are recorded in accordance with organisations/industry and/or legislative requirements</p> <p>An appropriate means of storing information on employees, training programs, and equipment, materials and resources is established and maintained</p> <p>Existing recording systems are reviewed and improvements suggested</p> <p>Training records are made available to authorised persons and employees at the required times according to organisational requirements</p> <p>Records are securely stored</p>
Report on training	<p>Reports on training in the organisation are prepared and provided according to organisational requirements</p> <p>Reports are made on future training initiatives</p> <p>Information on achievements of the organisation's training is analysed and publicised</p> <p>The contribution of training to organisational goals is reported</p>
Promote training	<p>Advice on the development of training plans is provided to appropriate committees, or personnel</p> <p>Information on planned training events is made widely available</p> <p>Benefits of training to individuals and the organisation are publicised</p> <p>Promotional activities are regularly monitored for effectiveness</p> <p>Information is distributed concerning the relationship between training reform and the organisation</p>

Range of Variables

REVIEW AND PROMOTE TRAINING (CATEGORY 2)

VARIABLE	SCOPE
General context	<p>Training may be conducted by subordinates, peers, supervisors or external contractors or Registered Training Organisation</p> <p>Training delivery may be on the job or in a simulated setting, utilising a range of methods, locations and contexts</p> <p>Training may involve single site or multi site operations</p> <p>Outcomes of training and assessment impact on organisational effectiveness</p> <p>Work is performed under some supervision, generally within a team environment</p> <p>Customers may be internal or external</p> <p>Enterprises may comprise large, medium or small worksites</p> <p>Work may be undertaken in various work environments</p> <p>Training may be involved with work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances, movements of equipment, goods, vehicles</p> <p>Operations conducted by day or night.</p>
Sources of information/documents may include	<p>Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</p> <p>Manufacturer's specifications</p> <p>Enterprise operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Materials safety data sheets</p> <p>Codes of Practice</p> <p>Legislation and Regulations</p> <p>Award, Enterprise Bargaining Agreement, other industrial arrangements</p> <p>Standards and certification requirements</p> <p>Quality assurance procedures.</p>
Workplace context may include	<p>Work organisation procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including workplace agreements and awards</p> <p>occupational health & safety</p> <p>State, Federal or Territory Legislation</p> <p>Consultative processes may involve</p> <p>staff members</p> <p>management</p> <p>union representatives</p> <p>industrial relations, Occupational Health and Safety specialists</p> <p>other professional or technical staff</p> <p>Registered training provider personnel</p>
Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<p>Occupational Health & Safety</p> <p>Workplace Relations</p> <p>Workers Compensation</p> <p>Water and Road use and license arrangements</p> <p>License, Patent or copyright arrangements</p> <p>Dangerous goods and air freight regulations</p> <p>Export/Import/Quarantine/Bond requirements</p> <p>Environmental Protection Legislation</p> <p>Equal Employment and Equal Employment Opportunity Legislation</p> <p>State/Territory Training Authority Legislation and Regulations</p> <p>Emergency Procedures</p>

Evidence Guide

REVIEW AND PROMOTE TRAINING (CATEGORY 2)

Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> Identify organisational training needs and promote training appropriate for those needs Describe the positive outcomes for organisations and individuals arising from training and assessment Manage and make available to relevant personnel, information on training reforms and relating to the industry Develop and use systems to obtain qualitative and quantitative data to improve organisational performance in relation to training outcomes Provide reports to relevant organisations on training needs and outcomes
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills	<p>Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> Applications of Transport and Distribution Competency Standards and Australian Qualifications Framework (AQF) in the enterprise Relationships of units of competency and enterprise industrial agreements and skill based classification systems Applications of the relevant enterprise policies and procedures that apply to that work and (any) related legislation on regulatory requirements Design and copyright considerations for learning resources Evidence gathering for evaluation purposes Adaptation and use of training record systems for formative as well as final assessments
Resource implications	<ul style="list-style-type: none"> Access to training record systems, programs, participants, and trainers Opportunities to discuss training outcomes with participants' supervisors
Consistency in performance	<p>Applies knowledge and skills when</p> <ul style="list-style-type: none"> Preparing reports Recommending improvements Contributes effectively to the development of enterprise training policy Responds promptly to requests to identify training needs and proposes appropriate solutions Records systems confidentiality maintained within enterprise policy
Context for assessment	Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

Unit TDT N1 97A CONDUCT ASSESSMENT IN ACCORDANCE WITH AN ESTABLISHED ASSESSMENT PROCEDURE

Field N Assessment

DESCRIPTION:

This unit of competency, in combination with the unit *Plan and Review Assessment* meets with requirements for the Ministerial Agreement on minimum requirements for the conduct of assessment under National Training Framework

ELEMENT	PERFORMANCE CRITERIA
Identify and explain the context for assessment	<p>Discuss the context and purpose of assessment with the person(s) being assessed and confirm that it is understood</p> <p>Obtain and explain to the person(s) being assessed the relevant performance measures applying to assessment (e.g. current endorsed competency standards, learning outcomes of the training program). Instructions are verified by person(s) being assessed</p> <p>Explain and obtain agreement for the assessment procedure</p> <p>Identify and explain any legal and ethical responsibilities associated with assessment to the person(s) being assessed</p> <p>Check whether the person(s) being assessed requires the allowable adjustments in the assessment procedure applying to those with special needs</p>
Plan evidence gathering opportunities	<p>Identify opportunities to gather evidence of competency which occur as part of workplace or training activities</p> <p>Identify the need to gather additional evidence which may not occur as part of workplace or training activities</p> <p>Plan and schedule all evidence gathering activity in accordance with the assessment procedure</p> <p>Ensure that the planned approach to gathering evidence will provide sufficient, reliable, valid and fair evidence of competency</p> <p>Ensure that the planned approach to gathering evidence will cover the four dimensions of competence</p> <ul style="list-style-type: none"> Task skills Task management skills Contingency management skills Job/role environment skills
Organise assessment	<p>Obtain and arrange the resources specified in the assessment procedure</p> <p>Inform the relevant people of assessment plans</p> <p>Check that the assessment environment is safe and accessible</p> <p>Explain the assessment arrangements and requirements simply and clearly to the person(s) being assessed</p> <p>Obtain agreement regarding assessment arrangements with person(s) being assessed</p>
Gather evidence	<p>Put the person(s) being assessed at ease</p> <p>Gather all the evidence specified in the assessment procedure, using assessment methods and tools specified</p> <p>Gather evidence for those with special needs, in accordance with specified allowable adjustments to the assessment method(s)</p> <p>Document the evidence gathered in accordance with the assessment procedure</p>

**CONDUCT ASSESSEMENT IN ACCORDANCE
WITH AN ESTABLISHED ASSESSMENT
PROCEDURE**

(Continued)

ELEMENT	PERFORMANCE CRITERIA
Make the assessment decision	<p>Evaluate the evidence gathered in terms of its</p> <ul style="list-style-type: none"> Validity Authenticity Sufficiency Currency Consistent achievement of the specified standard <p>Make the assessment decision in accordance with the criteria specified in the assessment procedure</p> <p>Seek guidance, if in doubt, from a more experienced assessor(s) nominated in the assessment procedure</p>
Record assessment results	<p>Record assessment results promptly and in accordance with the specified assessment procedure</p> <p>Record assessment results accurately in accordance with the specified record keeping requirements</p> <p>Provide access to the assessment records only to authorised personnel</p> <p>Maintain confidentiality of assessment outcome</p>
Provide feedback to person(s) being assessed	<p>Discuss and confirm performance with the person(s) being assessed</p> <p>Give clear and constructive feedback to the person(s) being assessed</p> <p>Explore with the person(s) being assessed ways of overcoming any gaps in their competency revealed by assessment</p> <p>Give guidance on further goals/training opportunities, if appropriate</p> <p>Advise and confirm with person(s) being assessed reassessment opportunities and/or review appeal mechanisms available where the assessment decision is challenged</p>

Report on the conduct of the
assessment

Report on positive and negative features experienced in conducting assessment
to those responsible for the assessment procedure

Record and report promptly any assessment decision disputed by the person(s)
being assessed to those nominated in the assessment procedure

Make suggestions for improving any aspect of the assessment process to those
responsible for the assessment procedure

Range of Variables

CONDUCT ASSESSMENT IN ACCORDANCE WITH AN ESTABLISHED ASSESSMENT PROCEDURE

VARIABLE	SCOPE
<i>Assessment guidelines</i>	<p>This unit forms part of the assessment guidelines developed (and endorsed) by the Transport and Distribution Industry Training Advisory Body</p> <p>Within the context of the endorsed assessment framework for transport and distribution, the assessment by Registered Training Organisations and enterprise partners will specify the following</p> <ul style="list-style-type: none"> The purpose and process of assessment Competencies and certification requirements of assessors Record keeping procedures and policies Any allowable adjustments to the assessment method(s) which are to be made for the person(s) being assessed who have special needs appeal/review mechanisms and procedures, the review and evaluation process Quality assurance procedures Apportionment of costs/fees (if applicable) Marketing/promotion of assessment Enterprise policies for special needs support <p>The assessment guidelines specify the following</p> <ul style="list-style-type: none"> Recording procedure Appeal/review mechanism Assessment methods to be used Assessor arrangements i.e. individual or partnership Evidence required Location Allowable adjustments for persons with special needs
Purpose of assessment	<p>Assessment may be used for one or more purposes such as</p> <ul style="list-style-type: none"> Diagnosing performance Performance evaluation against a benchmark Awarding a qualification Providing a statement of attainment (where all units of competency for the qualification are not met) Confirming progress in learning Recognising prior learning Current competency

Assessor arrangements	<p>Assessment may be conducted by individuals or partnership arrangements where the following requirements are met</p> <ul style="list-style-type: none"> An assessor holding this unit and the Unit <i>Plan and Review Assessment</i> working alone A team comprising subject knowledge expert(s) and assessment expert(s) An assessor working in conjunction with the trainer, supervisor/mentor of the person(s) being assessed or with a more experienced assessor Specified needs of competence Competence in the units of competency being assessed Knowledge of the nature and impact of Training Reform within the Transport and Distribution Industry, including and overview of the assessment process
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Range of Variables

CONDUCT ASSESSMENT IN ACCORDANCE WITH AN ESTABLISHED ASSESSMENT PROCEDURE

(Continued)

Assessment methods and tools	<p>Assessment methods may include methods appropriate for the holistic assessment of a unit (or units) of competency and may include a combination of</p> <ul style="list-style-type: none"> Direct observation of performance, products practical tasks, projects and simulation exercises Review of log books and portfolios Questioning Consideration of third party reports and authenticated prior achievements <p>To assist in collating evidence the following may be provided to assessors</p> <ul style="list-style-type: none"> Performance Guides for practical tasks, log books and portfolios, simulation exercises and projects to enable checking of required characteristics Sets of questions to be asked These methods may be used in combination in order to provide sufficient evidence to make a judgement
Assessment location and timing	<p>Assessments may occur in the workplace and/or in a simulated workplace using on and off the job situations as appropriate to the unit(s) of competency assessed</p> <p>Assessment may occur over time and include both formative and summative components</p>
Assessment group size	<p>Assessment may involve assessing one person or a group of people</p>
Special needs of person(s) being assessed	<p>Person(s) being assessed may have special needs. Reasonable adjustments may need to be made in the assessment process. Candidates with special needs may include those with disabilities or with literacy, numeracy or language difficulties, those who come from non-English speaking backgrounds, or anxious or inexperience candidates. Special considerations for employee's needs to be established and agreed within enterprise policies</p> <p>Examples of reasonable adjustments include provision of personal support services (e.g. Auslan interpreter, reader, interpreter, attendant carer, scribe), use of special equipment (e.g. word processor or lifting gear) or adaptive technology, shorter assessment sessions to allow for fatigue or medication, use of large print version of any papers</p>
Assessment Reporting	<p>Final assessments will record the unit(s) of competency in terms of code, title and endorsement date</p> <p>Summative assessment reports, where issued, will indicate areas of units of competency where additional learning is required</p>

Evidence Guide

CONDUCT ASSESSMENT IN ACCORDANCE WITH AN ESTABLISHED ASSESSMENT PROCEDURE

Critical aspects of evidence to be considered	<p>Assessment must confirm the appropriate knowledge and skills to</p> <ul style="list-style-type: none"> Interpret and follow the Transport and Distribution Industry Training Advisory Body Assessment Guidelines Follow the registered provider approved assessment system Apply the assessment principles of validity, authenticity, sufficiency, currency, cost effectiveness and consistency as they apply to evidence gathering for assessment including licensing requirements, equal opportunity and equal employment opportunity, disability discrimination and occupational health and safety legislation, Codes of Practice and standards Conduct assessments within the context of National Training Framework and Australian Recognition Framework agreements and policies Application of communication and interpersonal skills to minimise conflicts and promote a supportive assessment environment
Interdependent assessment of units	This units of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills	<p>Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> Applications of Transport and Distribution Competency Standards and Australian Qualifications Framework (AQF) in the enterprise Relationships of units of competency and enterprise industrial agreements and skill based classification systems Competency in the units of competency being assessed, where assessing alone (NB. Where assessing in conjunction with persons competency in the area knowledge of the workplace application of the units of competency is required) Applications of the relevant enterprise policies and procedures that apply to that work and (any) related legislation on regulatory requirements
Resource implications	<p>Access to relevant units of competency, industry endorsed assessment guidelines and registered provider assessment policies and systems</p> <p>Access to person(s) wishing to be assessed and relevant workplace equipment, information and expertise. Evidence of satisfactory performance should be obtained by observation of the "assessor" preparing for and conducting assessment as well as examination of completed assessment records. This should be supplemented by discussion about the assessment procedure with the "assessor" and the position and the person(s) being assessed</p>
Consistency in performance	<p>Applies knowledge and skills when</p> <ul style="list-style-type: none"> Identifying evidence context, purpose, methods and outcomes to participant Establishing and organising opportunities for assessment Using assessment methods and tools Making judgements concerning appropriate performance <p>Shows evidence of requiring consistent application by candidates of the application of workplace policies and procedures</p> <p>Recognises and uses mechanisms to deal appropriately with cultural differences and assessment participants with special needs</p> <p>Contributes to reviews of assessment procedures and systems; evaluation and validation processes; competency standards; assessment tools</p> <p>Creates and takes opportunities to remain current in terms of assessment practices, content and workplace application of transport and distribution and related units of competency</p>
Context for assessment	Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	3

Unit TDT N2 97A EXTENSION UNIT – PLAN AND REVIEW ASSESSMENT

Field N Assessment

DESCRIPTION:
 This unit of competency in combination with the unit *Conduct Assessment in Accordance with an Established Assessment Procedure* meets the requirements for the Ministerial Agreement on minimum requirements for the conduct of assessments under the National Training Framework

ELEMENT	PERFORMANCE CRITERIA
Establish evidence required	Establish the evidence required to infer competency from the endorsed competency standards Specify evidence requirements to assure valid inferences of competency Specify evidence requirements for the assessor to authenticate the performance/product of the person(s) being assessed Specify sufficient evidence on which to base valid inferences Specify evidence requirements which will confirm that competency is current Specify sufficient evidence to show consistent achievement of the specified standards Identify opportunities to consolidate evidence gathering activity Establish the cost of gathering the required evidence
Establish suitable assessment method(s)	Select assessment methods which are appropriate for gathering the type, and amount of, evidence required Propose suitable adjustments in the assessment method to cater for those person(s) being assessed who have special needs
Develop simple assessment tools	Design assessment tool(s) to gather valid, reliable, sufficient evidence or to complement the use of other assessment tools in gathering evidence Design an assessment tool which is clear and comprehensible both to those conducting the assessment and to those being assessed Verify that the assessment tool permits flexible, fair and safe assessment to occur Verify that the assessment tool is cost-effective in gathering required evidence Prepare instructions for use specifying any adjustments which can be made to address the requirements of people being assessed who have special needs
Review evidence requirements, assessment methods and assessment tools	Trial assessment methods and assessment tools with people similar to those who will ultimately be assessed Evaluate the assessment methods and tools for Clarity Reliability Validity Fairness Cost effectiveness Make improvements and changes to the assessment method and assessment tools in the light of the evaluation of the pilot exercise Ratify procedures with relevant people in the industry/enterprise or training establishment of the evidence requirements, assessment methods and assessment tools and the process used in developing them

Periodically review the
assessment procedures

Comply with the review process established by the enterprise, industry or training authority

Review the operations of the assessment procedure at a specified site in cooperation with person(s) being assessed, and any relevant parties (industry/enterprise/registered provider training establishment and/or agency identified under legislation)

Document and evaluate review activities and substantiate review findings

Make recommendations for changes to the assessment procedure in the light of the review outcomes to the appropriate person(s)

Make effective contributions to system-wide reviews of the assessment process

Range of Variables

EXTENSION UNIT-PLAN AND REVIEW ASSESSMENT

VARIABLE	SCOPE
<i>Review procedures and review responsibilities</i>	<p>This Range of Variables should be read in conjunction with the variables for <i>Conduct Assessment in Accordance with an Established Assessment Procedure</i> and the following</p> <p>The review/evaluation of the assessment process may allow for</p> <ul style="list-style-type: none"> Continuous monitoring and improvement Periodic formal evaluation A combination of continuous monitoring <p>The review responsibilities of the assessor may be specified in the registered provider assessment system. They may include responsibility for such matters as</p> <ul style="list-style-type: none"> Reviewing the assessment procedure at a specific site (enterprise or training establishment) and then making recommendations for improvement Reviewing the assessment procedure conducted across sites (enterprises or training establishments) and then making improvements Reporting challenges to assessment decisions to the appropriate person(s) Reporting to the appropriate person(s) any difficulties or unusual occurrences in conducting the assessment and then making recommendations for improvement <p>Review activities should take into account the following aspects</p> <ul style="list-style-type: none"> Number of persons being assessed Duration of assessment procedure Organisational constraints within which assessors must operate Occupational Health and Safety factors Relationship of the assessor to other people in the assessment process Frequency of assessment procedure Budgetary restraints Information needs of relevant organisations such as affirmative action agencies Effective operation of each component of the assessment system or procedure Support needs and further training needs of assessors The validity of specified evidence requirements assessment methods and instruments Special needs consideration of person(s) being assessed Industrial relations implications Consistency of assessment practices and decisions Levels of flexibility in the assessment procedure Fairness of the assessment procedure used Efficiency and effectiveness of the assessment procedure
General Context	<p>Assessment may be on the job or in a simulated setting, utilising a range of methods, locations and contexts</p> <p>Outcomes of assessment impact on organisational effectiveness</p> <p>Work is performed under some supervision, generally within a team environment</p> <p>Customers may be internal or external</p> <p>Enterprises may comprise large, medium or small worksites</p> <p>Work may be undertaken in various work environments</p> <p>Assessment may be involved with work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances movements of equipment, goods, vehicles</p> <p>Operations conducted by day or night</p>

Range of Variables

EXTENSION UNIT-PLAN AND REVIEW ASSESSMENT

(Continued)

Sources of information/documents may include	<ul style="list-style-type: none"> Transport and Distribution units of competency, assessment guidelines, learning resources and training package information Manufacturer's specifications Enterprise operating procedures and policies Supplier and/or client instructions Materials safety data sheets Codes of Practice Legislation and Regulations Award, Enterprise Bargaining Agreement, other industrial arrangements Standards and certification requirements Quality assurance procedures
Workplace context may include	<ul style="list-style-type: none"> Work organisation procedures and practices Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> Workplace agreements and awards Occupational health & safety State, Federal or Territory Legislation Consultative process may involve <ul style="list-style-type: none"> Staff members Management Union representatives Industrial relations, Occupational Health and Safety specialists Other professional or technical staff Registered training provider personnel
Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> Occupational Health & Safety Workplace Relations Workers Compensation Water and Road use and license arrangements License, patent or copyright arrangements Dangerous goods and air freight regulations Export/Import/Quarantine/Bond requirements Environmental Protection Legislation Equal Employment and Equal Employment Opportunity Legislation State/Territory Training Authority Legislation and Regulations Emergency Procedures

Evidence Guide

EXTENSION UNIT-PLAN AND REVIEW ASSESSMENT

Critical aspects of evidence to be considered	<p>This Range of Variables should be read in conjunction with the variables for <i>Conduct Assessment in Accordance with an Established Assessment Procedure</i> and the following</p> <p>Assessment must confirm the appropriate knowledge and skills to</p> <ul style="list-style-type: none"> Assist in the design of registered provider assessment review systems Interpret and provide advice on the requirements of the Transport and Distribution Industry Training Advisory Body Assessment Guidelines in relation to review, evaluation and validation of assessment to endorsed industry standards Provide useful recommendations on improvements (written and oral) to the assessment process (personal practice and provider policy) Make appropriate reports to persons with responsibility for the system Report system improvements and non-conformities
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills	<p>Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> Apply basic evaluation methodologies to reviewing the implementation efficiency and effectiveness of the assessment process Support other assessors in the review of the registered provider assessment policy Obtain from participants, and other relevant personnel feedback on the outcomes of assessment for individuals and the enterprise
Resource implications	Access to assessments, other assessors and appropriate registered provider assessment system and mechanisms to organise evaluation data
Consistency in performance	<p>Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> Use of review, evaluation and validation instruments and processes from industry assessment guidelines; registered provider; State/Territory education and training authorities Participating in review procedures for assessment at the registered provider and state/national provider level Evaluation of own assessment plans and procedures <p>Applies knowledge and skills when</p> <ul style="list-style-type: none"> Analysing units of competency and devising simple methods and tools for evidence gathering Selecting representative sample(s) for trailing of assessment tools/methods Planning assessment sequences (formative and summative) and provision of feedback to assessees Identifying appropriate evidence for evaluation/validation purposes Analysing evidence from own assessments and improving personal performance
Context for assessment	Assessment may occur on the job or in a simulated workplace

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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3	2	3	3	3	3	3
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Unit TDT N3 97A DEVELOP ASSESSMENT TOOLS

Field N Assessment

DESCRIPTION:

This applies to assessors who are required to evaluate existing assessment tools in relation to enterprise and/or assessment context and modify or develop assessment tools to meet particular purposes

ELEMENT	PERFORMANCE CRITERIA
<p>Identify appropriate assessment tools</p>	<p>Determine the range of available assessment tools appropriate to assessment contexts and characteristics of person(s) being assessed</p> <p>Identify any shortfall or inadequacies in the range of relevant assessment tools available</p> <p>Identify and select assessment tools consistent with assessment purposes and procedures</p> <p>Determine the nature and range of reasonable adjustment allowed for each assessment tool</p>
<p>Assemble assessment tools</p>	<p>Design or modify existing assessment tools so that their format, language, literacy and numeracy requirements are appropriate to the characteristics of the assessor, person being assessed and the assessment context</p> <p>Verify that the assessment tools maintain validity but are easy to administer and allow sufficient flexibility to meet the range of possible assessment contexts</p> <p>Verify that the assessment tools designed and/or selected are valid and maximise reliability, flexibility and fairness</p> <p>Modify existing assessment tools when required to meet the particular assessment needs of assessor, person(s) being assessed and the particular contexts which assessment is to be conducted</p>
<p>Trial and review assessment tools</p>	<p>Identify the criteria used to evaluate the outcomes of trials</p> <p>Determine representative groups for trial assessment events</p> <p>Conduct trial and seek responses from all involved parties</p> <p>Compile and analyse responses from trials</p> <p>Modify assessment tool(s) based on the responses to the trial</p>

Range of Variables

DEVELOP ASSESSMENT TOOLS

VARIABLE	SCOPE
<i>General context</i>	<p>Assessment tools may be used on the job or in a simulated setting</p> <p>Assessment tools may be required to be used in a single site or multi site operation</p> <p>Outcomes of assessment impact on organisational effectiveness</p> <p>Work is performed under some supervision, generally within a team environment</p> <p>Customers may be internal or external</p> <p>Enterprises may comprise large, medium or small worksite</p> <p>Work may be undertaken in various work environments</p> <p>Operations conducted by day or night</p>
Sources of information/documents may include	<p>Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</p> <p>Manufacturer's specifications</p> <p>Enterprise operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Materials safety data sheet</p> <p>Codes of Practice</p> <p>Legislation and Regulations</p> <p>Awards, Enterprise Bargaining Agreements, other industrial arrangements</p> <p>Standards and certification requirements</p> <p>Quality assurance procedures</p>
Workplace context may include	<p>Work organisation procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including workplace agreements and awards</p> <p>occupational health & safety</p> <p>State, Federal or Territory Legislation</p> <p>Consultative processes may involve</p> <p>staff members</p> <p>management</p> <p>union representatives</p> <p>industrial relations, Occupation Health & Safety specialists</p> <p>other professional or technical staff</p> <p>registered training provider personnel</p>
Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to:	<p>Occupational Health & Safety</p> <p>Workplace Relations</p> <p>Workers Compensation</p> <p>Water and Road use and license arrangements</p> <p>License, Patent or copyright arrangements</p> <p>Dangerous goods and air freight regulations</p> <p>Export/Import/Quarantine/Bond requirements</p> <p>Environmental Protection Legislation</p> <p>Equal Employment & Equal Employment Opportunity Legislation</p> <p>State/Territory Training Authority Legislation and Regulations</p> <p>Emergency Procedures</p>
Purpose of assessment	<p>Assessment may be used for one or more purposes such as</p> <p>diagnosing performance</p> <p>classifying an employee in terms of a skills-based award</p> <p>confirming an employee's competency for the purpose of career advancement/job level</p> <p>awarding a qualification</p> <p>providing a statement of attainment</p> <p>confirming progress in learning</p> <p>recognising prior learning</p>

Range of Variables

DEVELOP ASSESSMENT TOOLS

(Continued)

<i>Characteristics of person(s) being assessed</i>	<p>Significant characteristics which may need to be taken into account during assessment may include</p> <ul style="list-style-type: none"> language, literacy and numeracy levels cultural background non-English speaking background disabilities shift worker older employees gender experience in assessment nervousness or anxiety
Appropriateness of evidence type	<p>Appropriateness of evidence may include</p> <ul style="list-style-type: none"> cost effectiveness practicable communication skills of person(s) being assessed assessment experience and special needs of person(s) being assessed
Assessment policy	<p>There may be enterprise/provider policies or arrangements on assessment covering all or some of the following</p> <ul style="list-style-type: none"> purpose of assessment industrial relations issues what and who is to be assessed timing of assessments links with other human resources functions record keeping requirements recognition of prior learning development costs and resources evaluation
Assessment methods	<p>Assessment methods may include combinations of</p> <ul style="list-style-type: none"> direct observation of performance or product practical tasks projects written/oral/computer-based questioning simulation exercise(s) consideration of third party reports and self and peer assessment authenticated prior achievements
Evidence gathering tools	<p>Evidence gathering/assessment tools may include</p> <ul style="list-style-type: none"> specific instructions to be given in relation to the performance of practical tasks or processes or simulation exercises specific instructions to be given in relation to the production of projects and exercises sets of oral/written/computer-based questions performance checklist log books marking guides <p>A number of these tools may be used in combination in order to provide enough evidence to make a judgement</p>
Relevant parties	<p>Relevant parties may include</p> <ul style="list-style-type: none"> assessors person(s) being assessed union representatives joint consultative committees users of assessment information such as Registered Training Organisations, employers, human resource departments State Training Authorities
Assessment location	<p>Assessment may occur:</p> <ul style="list-style-type: none"> in the workplace-on or off the job in a training establishment/centre simulated work environment in a combination of locations to suit the units of competency being assessed

Range of Variables

DEVELOP ASSESSMENT TOOLS

(Continued)

Operational constraints	Operational constraints may include time available for assessment relative cost of evidence gathering strategies availability of assessors availability of experts in the vocational area to be assessed availability of person(s) being assessed because of matters such as roster, shift work geographical location of person(s) being assessed
Record system	Record systems may include: paper based system computer based system using magnetic or optical storage combination of both paper and computer based systems <i>NB: Statutory and legislative requirements for maintaining records may vary in state/territories</i>
Special needs of person(s) being assessed	Person(s) being assessed may have special needs. Reasonable adjustments may need to be made in the assessment process. Candidates with special needs may include those with disabilities or with literacy, numeracy or language difficulties, those who come from non-English speaking backgrounds, or anxious or inexperienced candidates Examples of reasonable adjustments include provision of personal support services (e.g. Auslan interpreter, reader, interpreter, attendant care, scribe), use of special equipment (e.g. word processor or lifting gear) or adaptive technology, shorter assessment sessions to allow for fatigue or medication, use of large print version of any papers.

Evidence Guide

DEVELOP ASSESSMENT TOOLS

Critical aspects of evidence to be considered	<p>Assessment must confirm the appropriate knowledge and skills to</p> <ul style="list-style-type: none"> select appropriate tools to gather evidence type(s) relevant to the competencies being assessed choose the evidence types which are appropriate to the assessment contexts and meet operational constraints design assessment tools with regard to sufficiency, currency, consistency and authenticity and to take into account the characteristics of person(s) to be assessed design flexible assessment methods and tools that can be contextualised for different environments, participant needs and special circumstances select a sample audience and trial assessment tools making appropriate adjustments design assessment tools which will provide time and cost effective assessments establish an evaluation criteria for assessment tools
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units, which form part of a job role
Required knowledge and skill	<p>Displays in job role the underpinning knowledge and skills including</p> <ul style="list-style-type: none"> Transport & Distribution Competency Standards and Assessment Guidelines analysis of units of competency to determine appropriate indicators of competency evidence requirements application of assessment methods and tools to elicit appropriate evidence, in a workplace context, from target audience compliance with requirements for copyright and other regulatory requirements
Resource implications	Access to a target audience, unit(s) of competency to be assessed, and resources for the development of assessment methods and tools
Consistency in performance	<p>Applies knowledge and skills when</p> <ul style="list-style-type: none"> justifying selection of tools and evidence gathered in terms of the units of competency: times and costs; ease of use by participants and assessors adjusting assessment methods and tools to particular contexts designing assessment to account for recognition of current competency and for identification of development needs evaluating appropriate assessment tools for the target audience
Assessment	Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

Unit TDT O3 98A UNDERTAKE LOADING AND UNLOADING IN A DESIGNATED/SECURE ENVIRONMENT

Field 0 Security

DESCRIPTION:
Skills and knowledge required to undertake the loading or unloading of goods within a designated/secure environment

ELEMENT	PERFORMANCE CRITERIA
Select loading site	<p>Plans of site access, exit points and key physical features are identified</p> <p>Site for goods transfer is selected in accordance with security plan and with due regards for own safety, safety of security team, members of the public and consignment</p> <p>Loading site(s) mandated by customer and/or specific loading and unloading requirements are identified and assessed for accessibility and security</p> <p>Alternative sites are identified where pre-determined site is assessed as inappropriate</p> <p>Proposed changes to loading site(s) are referred to management personnel and authorisation sought where appropriate</p>
Undertake load transfer	<p>Permission to enter and exit loading area (where required) is obtained in accordance with enterprise procedures</p> <p>Security procedures, including positioning of personnel, travelling across public areas, carrying/loading techniques are undertaken in accordance with operational plan and regulatory requirements</p> <p>Contingency plans are identified and confirmed with other team members</p> <p>The environment is constantly monitored to maintain a safe working environment</p> <p>Goods are identified and details are verified and checked for conformity with manifest</p> <p>Non-conforming consignments are documented and reported in accordance with enterprise procedures</p> <p>Load characteristics are identified and considered when determining appropriate loading and unloading procedures</p> <p>Load handling demonstrates compliance with (any) loading regulations and workplace safety requirements</p> <p>Consignment is delivered/stored and secured in accordance with operational plan, enterprise procedures and regulatory requirements</p>
Complete transfer documentation	<p>Details of consignment delivery are verified by client or client representative</p> <p>Transfer documentation is completed in accordance with enterprise procedures</p>

Range of Variables

UNDERTAKE LOADING AND UNLOADING IN A DESIGNATED/SECURE ENVIRONMENT

VARIABLE	SCOPE
Workplace context	<p>This unit covers work in the bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry</p> <p>Work normally performed under general supervision</p> <p>Customers may be internal or external</p> <p>Operations conducted day or night</p> <p>Environment may include movement of equipment, goods, materials and vehicular traffic</p> <p>Hazards may include:</p> <ul style="list-style-type: none"> hazardous or dangerous materials contamination of, or from, materials being handled noise, light, energy sources stationary and moving machinery, parts or components service lines spills, leakages, ruptures dust/vapours <p>Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</p> <p>Requirements for work may include:</p> <ul style="list-style-type: none"> site restrictions and procedures use of safety and personal protection equipment communications equipment specialised lifting and/or handling equipment incident breakdown procedures authorities and permits additional gear and equipment noise restrictions hours of operations <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> other employees and supervisors suppliers, potential customers and existing clients management and union representatives industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff
Sources of information / documents may include:	<p>Safe Working Load (SWL) and Working Load Limit (WLL)</p> <p>Operations manuals, job specifications and procedures and induction documentation</p> <p>Competency standards and training materials</p> <p>Manufacturer's specifications, instructions and labelling advice including materials safety data sheets</p> <p>Workplace operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Australian and International standards, criteria and certification requirements</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> workplace agreements and awards occupational health & safety procedures <p>Applicable State, Territory, Commonwealth legislative framework concerning:</p> <ul style="list-style-type: none"> Occupational Health & Safety Workplace Relations Workers Compensation Dangerous goods and hazardous substances Environment Protection Equal Opportunity, Equal Employment Opportunity and Affirmative Action <p>Traffic Acts</p> <p>Standards and certification requirements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>
Unit specific factors	Secured environment may be on or off normal site of operations

Evidence Guide

UNDERTAKE LOADING AND UNLOADING IN A DESIGNATED/SECURE ENVIRONMENT

Critical aspects of evidence to be considered	Assessment must confirm appropriate knowledge and skills to: assess suitability of loading site in relation to security requirements and type of load estimate weight and dimensions of load and any special requirements select appropriate equipment and work systems identify job and site hazards and plan work to minimise risks determine (any) required permits use appropriate communication strategies and equipment locate, interpret and apply relevant information maintain enterprise records and documentation identify and safely handle equipment and goods, apply hierarchy of control
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills may include	Display of the following knowledge and skills in terms of job role or function: equipment applications, capacities, configurations, safety hazards and control mechanisms implications of OHS/OSH legislation and codes of practice permit and licence requirements operational procedures for loading And unloading goods in a secured area prioritising work and co-ordinating self in relation to activities enterprise work procedures focus of operation of work systems and equipment application of relevant agreements, codes of practice or other legislative requirements identification and correct use of equipment, processes and procedures planning own work including predicting consequences and identifying improvements
Resource implications	Secured area, goods for loading and unloading, personnel and equipment
Consistency in performance may include	Establishes effective working relationships with colleagues Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment Effectively negotiates to resolve issues and problems Uses organisational structures effectively to complete work operations Demonstrates consistency of performance over time and in a range of contexts Shows evidence of application of relevant workplace procedures including: codes of practice, hazard policies and procedures issue resolution procedures job procedures and work instructions guidelines relating to the safe use of machinery and equipment quality assurance procedures (where existing) security procedures housekeeping processes waste, pollution and recycling management processes Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products
Context for assessment	Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

Unit TDT O4 98A CONDUCT SAFETY AND HAZARD CONTROL PROCEDURES FOR TRANSFERRING DANGEROUS / SPECIALISED GOODS

Field 0 Security

DESCRIPTION:

Skills and knowledge required to conduct and co-ordinate safety and hazard control procedures during high risk loading, unloading or goods movement activities

ELEMENT	PERFORMANCE CRITERIA
Clarify movements of hazardous or high risk goods	<p>Schedule details, nature of risk, special precautions and procedures clarified with line managers or supervisory staff</p> <p>Information is collected/checked against workplace procedures and relevant regulatory framework</p> <p>Activities requiring special approvals or workplace procedure changes are identified and approvals obtained</p> <p>Safety and hazard control procedures are communicated to relevant parties</p>
Implement safety and hazard control procedures for loading, unloading or goods movement activities	<p>Transfer operations are conducted in accordance with workplace procedures and relevant legislation</p> <p>Advice is provided to relevant emergency response groups (internal and/or external) or other affected personnel or contractors</p> <p>Procedures to control movement of equipment and personnel within the goods movement area effected by the risks are implemented</p> <p>Safety and hazard control procedures are monitored and maintained with action taken to modify procedures where necessary (in accordance with scope of authority)</p> <p>Goods are moved within relevant enterprise procedures and statutory regulations</p>
Review and complete goods transfer operation	<p>Completed activities are checked against operational plan</p> <p>Relevant documentation is completed</p> <p>Specialised equipment used for the process is maintained and stored</p> <p>Worksite is checked and returned to operational status</p>

Range of Variables

CONDUCT SAFETY AND HAZARD CONTROL PROCEDURES FOR TRANSFERRING DANGEROUS/SPECIALISED GOODS

VARIABLE	SCOPE
Workplace context	<p>This unit covers work in the bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry</p> <p>Work normally performed under general supervision</p> <p>Customers may be internal or external</p> <p>Operations conducted day or night</p> <p>Environment may include movement of equipment, goods, materials and vehicular traffic</p> <p>Hazards may include:</p> <ul style="list-style-type: none"> hazardous or dangerous materials contamination of, or from, materials being handled noise, light, energy sources stationary and moving machinery, parts or components service lines spills, leakages, ruptures dust/vapours <p>Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</p> <p>Requirements for work may include:</p> <ul style="list-style-type: none"> site restrictions and procedures use of safety and personal protection equipment communications equipment specialised lifting and/or handling equipment incident/accident breakdown procedures authorities and permits additional gear and equipment noise restrictions hours of operation <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> other employees and supervisors suppliers, potential customers and existing clients relevant authorities and emergency services management and union representatives industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff
Sources of information / documents may include:	<p>Safe Working Load (SWL) and Working Load Limit (WLL)</p> <p>Operations manuals, job specifications and procedures and induction documentation</p> <p>Competency standards and training materials</p> <p>Manufacturer's specifications, instructions and labelling advice including materials safety data sheets</p> <p>Workplace operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Australian Dangerous Goods Code</p> <p>Australian and International standards, criteria and certification requirements</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> workplace agreements and awards occupational health & safety procedures <p>Applicable State, Territory, Commonwealth legislation and regulations which relate to:</p> <ul style="list-style-type: none"> Occupational Health & Safety regulations and legislation Workplace Relations Act(s) Workers Compensation License, Patent or copyright arrangements Dangerous goods and hazardous substances Environment Protection Legislation Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation Traffic Acts <p>Standards and certification requirements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>
Unit specific factors	<p>Emergency response groups may include Fire Services, Police, EPA or other regulatory bodies</p> <p>Risks include fire, explosion, spills</p>

Evidence Guide

CONDUCT SAFETY AND HAZARD CONTROL PROCEDURES FOR TRANSFERRING DANGEROUS / SPECIALISED GOODS

Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> Implement safety and hazard control procedures and requirements for the transfer of dangerous or specialised goods co-ordinate staff and resources to manage the transfer within risk management principles. select appropriate equipment and work systems identify job and site hazards and plan work to minimise risks determine (any) required permits use appropriate communication strategies and equipment locate, interpret and apply relevant information maintain enterprise records and documentation identify and safely handle equipment and goods, apply hierarchy of control
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills may include	<p>Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> equipment applications, capacities, configurations, safety hazards and control mechanisms implications of OHS/OSH legislation and codes of practice enterprise and regulatory requirements operational procedures for allocation and co-ordination of resources prioritising work and co-ordinating self in relation to activities enterprise work procedures focus of operation of work systems and equipment application of relevant agreements, codes of practice or other legislative requirements identification and correct use of containers and goods coding, HAZCHEM marking, equipment, processes and procedures planning own work including predicting consequences and identifying improvements
Resource implications	Dangerous/specialised goods for transfer, regulations and procedures
Consistency in performance may include	<ul style="list-style-type: none"> Establishes effective working relationships with colleagues Modifies activities (within scope of authority) to cater for variations in workplace contexts, risk situations and environments Effectively negotiates to resolve issues and problems Uses organisational structures effectively to complete work operations Demonstrates consistency of performance over time and in a range of contexts Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> codes of practice, hazard policies and procedures issue resolution procedures job procedures and work instructions guidelines relating to the safe use of machinery and equipment quality assurance procedures (where existing) security procedures housekeeping processes waste, pollution and recycling management processes Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products Operational capability of equipment used and work processes are selected to provide for safe and efficient transfer of goods
Context for assessment	Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	2	2	2

Unit TDT 07 98A UNDERTAKE EMERGENCY RESPONSE ACTION

Field 0 Security

DESCRIPTION:

Skills and knowledge required to undertake emergency action in the event of potential threats

ELEMENT	PERFORMANCE CRITERIA
Select emergency actions to be applied	Threats or potential threats are recognised Where able, agency/branch/base and/or police are alerted to potential security threat with all relevant details and requests for supportive action being detailed Range of emergency actions are identified and analysed Security threat and appropriate emergency plans are matched Emergency actions are invoked in accordance with emergency procedures and in consideration of own safety, members of the public and the consignment Emergency actions are modified consistent with changes within the emergency environment
Maintain communications	Communication is maintained with agency/branch/base and relevant agencies/personnel in accordance with enterprise and emergency procedures Information is conveyed in a clear, concise and accurate manner
Report incident	Reporting arrangements are completed according to enterprise procedures Police or other emergency services are provided with reports as required

Range Of Variables

UNDERTAKE EMERGENCY RESPONSE ACTION

VARIABLE	SCOPE
Workplace context	<p>This unit covers work the delivery of products, documents and materials and collection of cash and valuables</p> <p>Work normally performed under generally indirect supervision</p> <p>Customers may be internal or external</p> <p>Operations conducted day or night, on or off base site</p> <p>Hazards may include:</p> <ul style="list-style-type: none"> vehicular traffic and pedestrians uneven ground, steps, road surfaces persons with felonious intent hazardous or dangerous materials humidity, air temperature and radiant heat light including UV <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> clients other employees and supervisors management police union representatives industrial relations, Occupational Health and Safety specialists other professional or technical staff
Sources of information / documents may include but are not limited to:	<p>Operations manuals</p> <p>Induction documentation</p> <p>Competency standards and training materials</p> <p>Job specifications and procedures</p> <p>Workplace operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Work procedures and practices</p> <p>Applicable State, Territory, Commonwealth legislation and regulations which relate to:</p> <ul style="list-style-type: none"> Occupational Health & Safety regulations and legislation Workplace Relations Act(s) Traffic Acts <p>Standards and certification requirements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>
Unit specific factors	<p>Incidents may include actual or potential breaches of security arrangements</p> <p>Emergency actions are undertaken within company policy and procedures</p>

Evidence Guide

UNDERTAKE EMERGENCY RESPONSE ACTION

Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> select appropriate means to maintain security of consignment within requirements for safe handling and protection of goods, vehicle, personnel and the public communicate effectively in written and verbal modes modify actions in accordance with potential threats and level of responsibility identify hazards associated with the goods to be transported use appropriate communication strategies and equipment maintain workplace records and documentation apply hierarchy of control use where necessary safety precautions appropriate to the task
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills may include	<p>Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> implications of Occupational Health & Safety legislation and codes of practice operational procedures for company work procedures requirements of courier work systems/operations and relevant equipment application of relevant agreements, codes of practice or other legislative requirements identification and correct use of equipment, processes and procedures planning own work including predicting consequences and identifying improvements
Resource implications	Simulated emergency incident, workplace procedures
Consistency in performance may include	<p>Establishes effective working relationships with colleagues</p> <p>Maintains confidentiality of customers, clients and materials carried</p> <p>Modifies work practices to cater for variations in workplace contexts and environments</p> <p>Effectively negotiates to resolve issues and problems</p> <p>Uses organisational structures effectively to complete work operations</p> <p>Demonstrates consistency of performance over a period of time and in a range of contexts</p> <p>Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> codes of practice, hazard policies and procedures issue resolution procedures job procedures and work instructions guidelines relating to the safe use of equipment quality assurance procedures (where existing) security procedures housekeeping processes waste, pollution and recycling management processes emergency incidents <p>Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>Work completed systematically without injury to self or others or damage to goods, equipment or products in production</p>
Context for assessment	Assessment may occur in a simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
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2	2	2	1	1	3	2
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Unit TDT O8 98A IMPLEMENT CASH IN TRANSIT SECURITY PROCEDURES

Field 0 Security

DESCRIPTION:

Skills and knowledge required to follow security procedures while conducting cash in transit operations

ELEMENT	PERFORMANCE CRITERIA
Check and monitor personnel and goods within the work area	<p>Personnel and vehicles are checked in accordance with enterprise operational procedures and statutory authority regulations</p> <p>Receival and delivery of consignment is recorded in accordance with enterprise operational procedures to ensure identification of carrier, vehicle, consignment, receiver and documentation</p> <p>Consignment content is checked to ensure that container seals are correctly applied and audit trail preserved prior to commencing operations</p> <p>Discrepancies in consignments are reported in line with enterprise procedures</p>
Coordinate responses on security incidents/emergencies	<p>Security incidents/emergencies are dealt with in accordance with statutory authority regulations and enterprise operational procedures</p> <p>When reports of incidents/emergencies are communicated, the intended message is transmitted in a concise style that conforms to enterprise policy</p> <p>Potential security risks are observed and reported in accordance with operational procedures including</p> <ul style="list-style-type: none"> Consignment unsealed, in unusual position, or displays evidence of being tampered with Loose goods Suspicious persons or vehicles Changes to physical environment Potential fire hazards Consignment subject to inclement weather (security) maintenance requirements possible security procedures
Carry out surveillance of work areas	<p>Surveillance of work areas in accordance with enterprise operational procedures and statutory authority regulations ensuring</p> <ul style="list-style-type: none"> Buildings, pavement routes, exits, entrances, thoroughfares and vehicles are secure Personnel and vehicles are checked for authorisation to be in secured area Storage areas, consignment secure <p>Equipment is checked and operated in accordance with enterprise procedures and, where applicable, statutory regulations</p>
Complete reports	<p>Reports of operations are completed within enterprise procedures and timelines</p> <p>Incidents or occurrences are reported to authorities and enterprise personnel in writing and verbally as appropriate</p>

Range Of Variables

IMPLEMENT CASH IN TRANSIT SECURITY PROCEDURES

VARIABLE	SCOPE
Workplace context	<p>This unit covers work of transport and distribution personnel for the delivery of valuables, secured products, documents and materials</p> <p>Work performed under general or limited supervision</p> <p>Customers may be internal or external</p> <p>Operations conducted day or night</p> <p>Hazards may include</p> <ul style="list-style-type: none"> Vehicular and pedestrian traffic Firearm handling Persons with felonious intent Uneven ground, steps, road surfaces Dust and vapours Hazardous or dangerous materials Humidity, air temperature <p>Consultative processes may involve</p> <ul style="list-style-type: none"> Clients Private security personnel Public sector security personnel Police Security consultants Other employees and supervisors Management Union representatives Industrial relations, Occupational Health and Safety specialists Other professional or technical staff <p>Consignment risk may include</p> <ul style="list-style-type: none"> Staff fidelity Other theft Loss through negligence
Sources of information/documents may include but are not limited to	<p>Operations manuals</p> <p>Competency standards and training materials</p> <p>Job specifications and procedures</p> <p>Manufacturer's specifications</p> <p>Enterprise operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Work procedures and practices</p> <p>Applicable State, Territory, Commonwealth legislation and regulations which relate to</p> <ul style="list-style-type: none"> Occupational Health and Safety regulations and legislation Fire arms Acts Licensing and permits for firearms and security occupations Licensing requirements for driving and carrying particular classes of goods Dangerous goods Traffic Acts <p>Standards and certification requirements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>
Job role specific factors	<p>Delivery or receipt of consignments may be in public areas</p> <p>Security arrangements may be routine established for particular purposes</p> <p>Reporting may be verbally or in writing</p>

Evidence Guide

IMPLEMENT CASH IN TRANSIT SECURITY PROCEDURES

Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> Select appropriate means to maintain security of loads within requirements for safe handling and protection of goods, vehicle, personnel and the public Communicate effectively in written and verbal modes Respond appropriately to radio, telephone and verbal inquiries Identify potential hazards associated with the goods to be transported and the routes, timing and destinations Follow procedures Work cooperatively as part of team Handle and use firearms Locate, interpret and apply relevant information Maintain enterprise records and documentation Apply hierarchy of control Use safety precautions appropriate to the task
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function.
Required knowledge and skills may include	<ul style="list-style-type: none"> Display of the following knowledge and skills in terms of job role or function Implications of Occupational Health and Safety legislation and codes of practice Permit and licence requirements Operational procedures for ensuring area security Requirements for approved work procedures and relevant equipment Application of relevant agreements, codes of practice or other legislative requirements Identification and correct use of equipment, processes and procedures Planning own work including predicting consequences and identifying improvements
Resource implications	Work area, security procedures, personnel and consignment for delivery or collection
Consistency in performance may include	<ul style="list-style-type: none"> Establishes effective working relationships with colleagues Maintains confidentiality of customers, enterprise operations, equipment and materials carried Modifies work practices to cater for variations in Workplace contexts and environments Work consistently shows the selection and application of appropriate enterprise security procedures Effectively negotiates to resolve issues and problems Demonstrates consistency of performance over a period of time and in a range of contexts Shows evidence of application of relevant enterprise procedures including <ul style="list-style-type: none"> Codes of practice, hazard policies and procedures Issue resolution procedures Job procedures and work instructions Guidelines relating to the safe use of equipment Quality assurance procedures (where existing) Security procedures Housekeeping processes Action taken promptly – accidents and incidents reported within regulatory requirements and following enterprise procedures Work completed systematically without injury to self or others or damage to goods, equipment or products in production
Context for assessment	Assessment may occur on the job or in a simulated work environment

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

Unit TDT O9 98A TEST AND INSPECT CASH IN TRANSIT SECURITY EQUIPMENT

Field O Security

DESCRIPTION:

Skills and knowledge required by equipment operators to ensure the safe and operational effectiveness of the equipment they operate

ELEMENT	PERFORMANCE CRITERIA
Inspect equipment and work area	<p>The equipment is checked prior to use in accordance with manufacturers safety checks, specifications and enterprise procedures to ensure it is free from damage or faults that may limit operational capability</p> <p>Work area is checked to ensure that it is safe and appropriate for the required task</p>
Check equipment operational capability	<p>Equipment and components are inspected in accordance with manufacturer's specifications and enterprise procedures and occupational health and safety requirements to ensure effective operation</p> <p>Warning systems are checked for operational effectiveness</p> <p>Inspection is conducted in accordance with maintenance schedule and degree of use</p>
Identify and assess the impact of faults on security requirements	<p>Equipment faults are identified and assessments made of the potential effect on the operation of the equipment for the required work</p> <p>Non-serviceable equipment is tagged, reported to appropriate personnel and/or processed for repair or disposal</p> <p>Replacement(s) for non-serviceable equipment are obtained in accordance with enterprise procedures</p>
Record and report results of inspection and testing	<p>Accurate reporting of the results of the inspection and testing is kept in accordance with Statutory requirements, enterprise policy and industry guidelines</p> <p>Records are kept in accordance with enterprise policy</p> <p>Clear reference is made to any items which may affect the future safety of the equipment</p>

Range Of Variables

TEST AND INSPECT CASH IN TRANSIT SECURITY EQUIPMENT

VARIABLE	SCOPE
Workplace context	<p>This unit covers work of transport and distribution personnel for the delivery of valuables, secured products, documents and materials</p> <p>Work performed under general or limited supervision</p> <p>Customers may be internal or external</p> <p>Operations conducted day or night</p> <p>Consultative processes may involve</p> <ul style="list-style-type: none"> Manufacturers Police Security consultants Other employees and supervisors Management Other professional or technical staff
Sources of information/documents may include but are not limited to	<p>Operations manuals</p> <p>Induction documentation</p> <p>Competency standards and training materials</p> <p>Job specifications and procedures</p> <p>Manufacturer's specifications</p> <p>Enterprise operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Work procedures and practices</p> <p>Applicable State, Territory, Commonwealth legislation and regulations which relate to</p> <ul style="list-style-type: none"> Occupational Health and Safety regulations and legislation Privacy Acts Manual Handling Fire arms Acts Licensing and permits for firearms and security occupations Workers compensation Licensing requirements for driving and carrying particular classes of goods Dangerous goods Environment Protection Legislation Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation Traffic Acts <p>Standards and certification requirements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>
Job role specific factors	<p>Security equipment includes monitoring equipment, communication equipment, personal protection equipment and firearms</p>

Evidence Guide

TEST AND INSPECT CASH IN TRANSIT SECURITY EQUIPMENT

Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> Communicate effectively in written and verbal modes Check operational capability of a range of security equipment Follow procedures Handle and use firearms Locate, interpret and apply relevant information Maintain enterprise records and documentation Identify and safely handle equipment and goods Use safety precautions appropriate to the task
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function.
Required knowledge and skills may include	<ul style="list-style-type: none"> Display of the following knowledge and skills in terms of job role or function Implications of Occupational Health and Safety legislation and codes of practice Operational procedures for inspecting and testing security equipment Requirements for approved work procedures and relevant equipment Application of relevant agreements, codes of practice or other legislative requirements Identification and correct use of equipment, processes and procedures Planning own work including predicting consequences and identifying improvements
Resource implications	Security equipment, testing equipment or location, enterprise operating procedures
Consistency in performance may include	<ul style="list-style-type: none"> Establishes effective working relationships with colleagues Maintains confidentiality of customers, enterprise operations, equipment and materials carried Modifies work practices to cater for variations in Workplace contexts and environments Work consistently shows the selection and application of appropriate testing procedures Effectively negotiates to resolve issues and problems Demonstrates consistency of performance over a period of time and in a range of contexts Shows evidence of application of relevant enterprise procedures including <ul style="list-style-type: none"> Codes of practice, hazard policies and procedures Issue resolution procedures Job procedures and work instructions Guidelines relating to the safe use of equipment Quality assurance procedures (where existing) Security procedures Housekeeping processes Waste, pollution and recycling management processes Action taken promptly – accidents and incidents reported within regulatory requirements and following enterprise procedures Work completed systematically without injury to self or others or damage to goods, equipment or products in production
Context for assessment	Assessment may occur on the job or in a simulated work environment

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT O10 98A RESPOND TO CASH IN TRANSIT SECURITY INCIDENTS

Field 0 Security

DESCRIPTION:

Skills and knowledge required to implement contingency plans in the event of potential security threats

ELEMENT	PERFORMANCE CRITERIA
Identify the nature of potential security threats	Threats or potential threats are identified, assessed and categorised as possible, actual or false alarms Appropriate agencies and branch are alerted to potential security threat with all relevant details and requests for supportive action being detailed
Select emergency actions to be applied	Range of emergency actions are identified and analysed Security threat and appropriate emergency plans are matched Emergency actions are invoked in accordance with emergency procedures and in consideration fo own safety, safety of the security team, members of the public and the consignment Emergency actions are modified consistent with changes within the emergency environment
Report incident	Reporting arrangements are completed according to enterprise procedures Police or other emergency services are provided with reports as required

Range Of Variables

RESPOND TO CASH IN TRANSIT SECURITY INCIDENTS

VARIABLE	SCOPE
Workplace context	<p>This unit covers work of transport and distribution personnel for the delivery of valuables, secured products, documents and materials</p> <p>Work performed under general or limited supervision</p> <p>Customers may be internal or external</p> <p>Operations conducted day or night</p> <p>Hazards may include</p> <ul style="list-style-type: none"> Vehicular and pedestrian traffic Firearm handling Persons with felonious intent Uneven ground, steps, road surfaces <p>Consultative processes may involve</p> <ul style="list-style-type: none"> Clients Private security personnel Public sector security personnel Police Security consultants Other employees and supervisors Safety specialists Other professional or technical staff
Sources of information/documents may include but are not limited to	<p>Operations manuals</p> <p>Induction documentation</p> <p>Competency standards and training materials</p> <p>Job specifications and procedures</p> <p>Manufacturer's specifications</p> <p>Enterprise operating procedures and policies</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Work procedures and practices</p> <p>Applicable State, Territory, Commonwealth legislation and regulations which relate to</p> <ul style="list-style-type: none"> Occupational Health and Safety regulations and legislation Manual Handling Fire arms Acts Licensing and permits for firearms and security occupations Traffic Acts <p>Standards and certification requirements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>
Job role specific factors	<p>Incidents may include actual or potential breaches of security arrangements</p> <p>Contingency actions may be as documented or adapted within scope of authority</p>

Evidence Guide

RESPOND TO CASH IN TRANSIT SECURITY INCIDENTS

Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> Select appropriate means to maintain security of loads within requirements for safe handling and protection of goods, vehicle, personnel and the public Communicate effectively in written and verbal modes Respond appropriately to radio, telephone and verbal inquiries Modify actions in accordance with potential threats and level of responsibility Follow procedures Handle and use firearms Locate, interpret and apply relevant information Maintain enterprise records and documentation Identify and safely handle equipment and goods Apply hierarchy of control Use safety precautions appropriate to the task
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function.
Required knowledge and skills may include	<ul style="list-style-type: none"> Display of the following knowledge and skills in terms of job role or function Implications of Occupational Health and Safety legislation and codes of practice Operational procedures for responding and reporting security incidents Requirements for approved work procedures and relevant equipment Application of relevant agreements, codes of practice or other legislative requirements Identification and correct use of equipment, processes and procedures Planning own work including predicting consequences and identifying improvements
Resource implications	Operating procedures, actual or simulated security incidents
Consistency in performance may include	<ul style="list-style-type: none"> Establishes effective working relationships with colleagues Maintains confidentiality of customers, enterprise operations, equipment and materials carried Modifies work practices to cater for variations in Workplace contexts and environments Work consistently shows selection and application of appropriate responses to security incidents Effectively negotiates to resolve issues and problems Demonstrates consistency of performance over a period of time and in a range of contexts Shows evidence of application of relevant enterprise procedures including <ul style="list-style-type: none"> Codes of practice, hazard policies and procedures Issue resolution procedures Job procedures and work instructions Guidelines relating to the safe use of equipment Quality assurance procedures (where existing) Security procedures Action taken promptly – accidents and incidents reported within regulatory requirements and following enterprise procedures Work completed systematically without injury to self or others or damage to goods, equipment or products in production
Context for assessment	Assessment may occur in a simulated work environment

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

Unit TDT 011 98A PROVIDE REVENUE PROTECTION MEASURES

Field 0 Security

DESCRIPTION:

Skills and knowledge required to plan for and monitor correct fare compliance by customers.

ELEMENT	PERFORMANCE CRITERIA
Prepare for revenue protection activities	Strategies to check customer ticketing are planned. Resources to implement ticket checks are arranged to suit anticipated passengers numbers. Queuing systems and barriers are set up to ensure ticket checks are comprehensive. Staff are allocated to planned activities according to organisation procedures and policy. Staff are briefed on strategies for checking customer's tickets.
Implement revenue protection activities	Ticket checks are conducted against organisational requirements. Fares are collected or infringement notices are issued. Use of concession, special and privilege passes is monitored for compliance to organisational policies.

Range Of Variables

PROVIDE REVENUE PROTECTION MEASURES

VARIABLE	SCOPE
1. General context	Work is performed under some supervision, generally within a team environment.
Worksite environment may include	<p>Operations conducted by day or night.</p> <p>Work conducted in restricted spaces or exposed conditions or controlled or open environments.</p> <p>Staff allocation could be to:</p> <ul style="list-style-type: none"> the organisation's embarking and disembarking points the transportation units <p>Resources to monitor fare compliance may include:</p> <ul style="list-style-type: none"> barrier equipment timetable and transport system information tickets automatic ticket collection equipment radio fare schedule infringement notice
Sources of information/documents may include	a. Revenue protection requirements may be obtained from: <ul style="list-style-type: none"> organisation policies and procedures organisation personnel customer requests
Workplace context may include	<p>Work organisation procedures and practices relevant to revenue protection.</p> <p>Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> workplace agreements and awards State, Federal or Territory Legislation <p>Revenue protection policy implementation could mean:</p> <ul style="list-style-type: none"> sale of tickets confiscation of invalid tickets identification confirmation checking of concessional, special and privilege passes <p>Strategies for the checking of ticketing can include:</p> <ul style="list-style-type: none"> continuous checking random checking casual checking
Applicable State/ Territory/ Commonwealth regulations and legislation may include	Occupational Health & Safety legislation regarding revenue protection Environmental Protection Act

Evidence Guide

PROVIDE REVENUE PROTECTION MEASURES

Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> prepare for and anticipate revenue protection requirements organise staff efficiently to protect revenue implement revenue protection activities communicate with staff select and appropriately use protective clothing locate, interpret and apply relevant information work effectively with others maintain workplace records select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context follow the designated work plan for the job
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function.
Required knowledge and skills	<p>Displays in job role knowledge and skills including:</p> <ul style="list-style-type: none"> organisation's transport services complimentary transport services fare structures concessional privileges timetables occupational health and safety regulations organisational policies and procedures customer service requirements relevant transport regulations effective communication skills radio operation problem solving skills stress management staff deployment barrier operation ticket validation basic mechanical skills conflict resolution skills calculation of fares
Resource implications	Access to resources, tools and equipment, ticket arrangements, safety equipment, barrier equipment, organisation personnel, office equipment.
Consistency in performance	<p>Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> describing consequences completing tasks identifying improvements applying safety precautions relevant to the task assessing operational capability of equipment used and work processes selected <p>Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> job procedures and work instructions quality procedures (where existing) security procedures following enterprise housekeeping processes <p>Action taken promptly, accidents and incidents reported in accordance with Statutory requirements and enterprise procedures.</p> <p>Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others.</p> <p>Work completed systematically with attention to detail without damage to goods, equipment or personnel.</p>
Context for assessment	Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

Skills and knowledge required to monitor, identify and take action to control disruptive and/or unlawful behaviour in an endeavour to provide a safe and secure transport service environment.

ELEMENT	PERFORMANCE CRITERIA
Monitor passenger behaviour	<p>Facilities and transportation units under surveillance are regularly monitored to identify and record inappropriate behaviour.</p> <p>Potential problem situations are quickly identified and steps taken to defuse the situation in accordance with agreed procedures.</p> <p>Incidences, which breach legislation, are identified and appropriate action is taken.</p> <p>Surveillance equipment is operated within legal and organisational parameters.</p>
Identify and resolve disruptive/unlawful activity	<p>The nature of disruptive or unlawful behaviour is accurately assessed and if possible conflict is resolved using relevant conflict resolution strategies.</p> <p>Procedures are followed to isolate the offender(s) and minimise disruption to other passengers where appropriate.</p> <p>Assistance is sought from other staff and external support services where necessary.</p> <p>The situation is resolved and follow up action is implemented according to the appropriate organisational rules, regulations and guidelines.</p>
Take action to control unlawful behaviour	<p>Assistance is sought from other staff and external support services where necessary.</p> <p>The nature of the offence and the consequences of the behaviour are clearly communicated to the offender.</p> <p>Staff involvement in the apprehension of offenders is undertaken within legal and organisational parameters.</p>
Report and document incident(s)	<p>Incidents are reported using the appropriate document format in accordance with organisational policies and procedures.</p> <p>All documentation is drafted in accordance with organisational rules, regulations and guidelines.</p>

Range Of Variables

MANAGE DISRUPTIVE AND/OR UNLAWFUL BEHAVIOUR

VARIABLE	SCOPE
General context	<p>Work is performed individually, but skills are required to work within a team environment..</p> <p>Facilities and transportation units may include:</p> <ul style="list-style-type: none"> stations/interchanges/stops carriages buses/coaches amenities depots cafeterias toilets ticket offices <p>Problems may include</p> <ul style="list-style-type: none"> arguments hostilities fare evasion verbal abuse physical abuse graffiti lack of compliance with no smoking signs lack of compliance with transport regulations drunken behaviour
Worksite environment may include	<p>Operations conducted by day or night</p> <p>Work conducted in restricted spaces, exposed conditions or controlled or open environments</p> <p>Exposure to movements of equipment, goods and vehicles</p> <p>Equipment may include:</p> <ul style="list-style-type: none"> video/audio equipment security services (internal or external) warning lighting security mirrors alarms <p>Customer safety surveillance may include:</p> <ul style="list-style-type: none"> foot patrol automatic camera monitoring local and remote monitoring vehicle patrol
Sources of information/documents may include	<p>Organisation regulations, guidelines and practices</p> <p>Organisation insurance requirements</p> <p>Reports of incidences</p> <p>Documentation and records of security breaches</p> <p>Conflict resolution documentation</p>
Workplace context may include	<p>Work organisation procedures and practices</p> <ul style="list-style-type: none"> regulatory and legal requirements insurance requirements rules and regulations in regard to unlawful behaviour <p>Contingency processes may involve:</p> <ul style="list-style-type: none"> notification of external agencies where necessary eg police, security guards etc. assistance from other staff if necessary
Applicable State/ Territory/ Commonwealth regulations and legislation may include	<p>Occupational Health & Safety</p> <p>State and Federal statutory requirements</p>

Evidence Guide

MANAGE DISRUPTIVE AND/OR UNLAWFUL BEHAVIOUR

Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> select and appropriately use protective behaviour by-laws and service rules common law as it applies to the on-bus/coach situation staff limits of authority staff rights and liability organisational structure of the depot external support services include organisational security and state and federal police conflict resolution and negotiation skills locate, interpret and apply relevant information work effectively with others maintain workplace records select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context follow the designated work plan for the job
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills	<p>Displays in job role knowledge and skills including:</p> <ul style="list-style-type: none"> problem identification and resolution communication skills legal and organisational parameters with regard to unlawful behaviour negotiation skills conflict resolution skills implementation of organisation guidelines written communication
Resource implications	Access to surveillance equipment, organisation guidelines, relevant legislation, relevant staff and management.
Consistency in performance	<p>Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> describing consequences completing tasks identifying improvements applying safety precautions relevant to the task assessing work processes selected <p>Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> job procedures and work instructions quality procedures (where existing) security procedures following enterprise housekeeping processes <p>Action taken promptly, accidents and incidents reported in accordance with Statutory requirements and enterprise procedures.</p> <p>Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others.</p> <p>Work completed systematically with attention to detail without damage to goods, equipment or personnel.</p>
Context for assessment	Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT O13 98A ADMINISTER SECURITY OF ASSETS AND FACILITIES

DESCRIPTION:

Skills and knowledge required to safeguard assets and facilities through the development and application of effective security controls.

ELEMENT	PERFORMANCE CRITERIA
Assess security requirements	<p>Adequacy of insurance cover is determined.</p> <p>Adequacy of physical protection over assets & facilities is determined.</p> <p>Methods to improve security requirements are assessed and recommended.</p> <p>Breakdowns/breaches of security are recorded and reported.</p>
Develop and implement security programs	<p>Staff are consulted regularly regarding security programs.</p> <p>Improvements to security procedures are documented, trialled, refined and implemented.</p> <p>Input is given to assist in the preparation of coronial reports and enquires.</p> <p>Statements are gathered and reports prepared which assist in the issuance of summonses.</p>
Monitor and evaluate security programs	<p>Reports and statements produced where security has broken-down or has been breached, are analysed and conclusions documented.</p> <p>Security procedures are regularly monitored to ensure their implementation.</p> <p>Testing and evaluation of security systems regularly occurs to ensure operational effectiveness.</p>

Range Of Variables

ADMINISTER SECURITY OF ASSETS AND FACILITIES

VARIABLE	SCOPE
General context	Work is performed under some supervision, generally within a team environment.
Worksite environment may include	Equipment may include: insurance notes and information organisation security procedures documentation of physical protection facilities security programs
Sources of information/documents may include	Organisation security reports Coronial reports and enquiries Relevant staff and management Event statements Summonses
Workplace context may include	Work organisation procedures and practices: financial/administrative procedures security procedures Coding identification of assets may include: stocktakes assets register (coded and labelled) monitoring insurance requirements Regular insurance assessments may include: conditions of insurance insurance assessment of premises monitoring insurance requirements
Applicable State/ Territory/ Commonwealth regulations and legislation may include	Occupational Health & Safety insurance legislation legislation in regard to security breach

Evidence Guide

ADMINISTER SECURITY OF ASSETS AND FACILITIES

Critical aspects of evidence to be considered	Assessment must confirm appropriate knowledge and skills to: locate, interpret and apply relevant information work effectively with others maintain workplace records select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context follow the designated work plan for the job
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function.
Required knowledge and skills	Displays in job role knowledge and skills including: work place and government policies, procedures and standards relevant operational procedures for accessing, storing, using and securing resources stock handling procedure basic financial procedures relevant operational procedures relating to security of assets and facilities types and levels of insurance cover risk management policies reporting procedures corporate organisation chart staff roles, responsibilities and reporting lines basic legal rights and responsibilities report writing written and oral communication consultation questioning listening analysing data gathering, collation and presentation auditing record keeping negotiation interpretation
Resource implications	Access to insurance information, security procedures and information, assets register, security reports, summonses, statements and reports.
Consistency in performance	Applies underpinning knowledge and skills when: describing consequences completing tasks identifying improvements applying safety precautions relevant to the task assessing operational capability of equipment used and work processes selected Shows evidence of application of relevant workplace procedures including: job procedures and work instructions quality procedures (where existing) security procedures following enterprise housekeeping processes Action taken promptly, accidents and incidents reported in accordance with Statutory requirements and enterprise procedures Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others Work completed systematically with attention to detail without damage to goods, equipment or personnel
Context for assessment	Assessment may occur on the job or in a simulated workplace

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

Unit TDT P1 97A DEVELOP PLANS TO MEET CUSTOMER AND ORGANISATION NEEDS

Field P Business Planning

DESCRIPTION:

Knowledge and skills to contribute as a frontline manager to the development of plans to meet customer and company needs

ELEMENT	PERFORMANCE CRITERIA
Contribute to strategic planning	<p>A contribution is made to a shared vision and values for the company by assisting the examination of future opportunities and directions and their use in the shaping of business goals and objectives</p> <p>A contribution is made to strategic planning by assisting in the investigation of the business environment of the company</p>
Analyse market needs	<p>Customer needs are researched and the outcomes analysed and interpreted to establish business options and opportunities</p> <p>Opportunities are identified for product and service enhancement through an analysis of existing and potential market opportunities and the development of strategies to strengthen the company's market focus in suitable directions</p>
Contribute to business documentation	<p>Contributions are made to the preparation of the company's business plans/budgets</p> <p>All company insurance needs are identified and suitable cover taken out</p>
Communicate to other members of the organisation	<p>The outcomes of the planning process are communicated to appropriate persons in the organisation and feedback mechanisms used to ensure continuous improvement of the planning process and outcomes</p>

Range of Variables

DEVELOP PLANS TO MEET CUSTOMER AND ORGANISATION NEEDS

VARIABLE	SCOPE
Workplace environment	includes leadership role in road transport situations, for example operations conducted at day or night in the warehouse and at the depot in the vehicle on the road at the client's workplace team and individual working situations
Plans	may include operational plans, marketing plans, financial plans
Level of Supervision	limited or minimum supervision
OH and S Standards	as per company and statutory requirements
Documentation and Reporting Systems	as per company procedures
Procedures	procedures are those prescribed by the company

Evidence Guide

DEVELOP PLANS TO MEET CUSTOMER AND ORGANISATION NEEDS

Critical aspects of evidence	<p>Assessment must confirm sufficient knowledge the leadership role in developing plans</p> <p>Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment and to apply safe work practices in all work situations</p>
Interdependent assessment of units	This unit could be assessed in conjunction with any of the specialised drive vehicles and <i>Inspect vehicles</i> units
Underpinning skills and knowledge	<p>Underpinning knowledge</p> <ul style="list-style-type: none"> Strategic planning procedures Quality improvement procedures Procedures for the development of company plans and budgets Insurance requirements <p>Underpinning skills</p> <ul style="list-style-type: none"> Research and planning techniques Written, oral and interpersonal communication skills Market analysis Problem solving
Resources	Assessment of this unit requires access relevant business data and business formats
Consistency	Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
Context	<p>Competence must be demonstrable for the relevant work situation, in a real or simulated road transport environment</p> <p>Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes</p>

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
2	2	3	1	3	1	2

Unit TDT P2 97A **FACILITATE AND CAPITALISE ON THE CHANGE IN THE WORKPLACE**

Field P **Business Planning**

DESCRIPTION:

Knowledge and skills to contribute as a frontline manager to the management of change and innovation in the workplace to meet the needs of customers and the organisation

ELEMENT	PERFORMANCE CRITERIA
Participate in planning introduction of change	<p>Opportunities are taken to respond to the changing needs of customers and the organisation</p> <p>Effective contributions are made to the organisation's planning processes to introduce change</p> <p>Plans to introduce change are made in consultation with affected individuals/groups</p> <p>The organisation's objectives and plans to introduce change are explained clearly to individuals/teams</p>
Develop creative and flexible approaches to solutions	<p>Alternative approaches to managing workplace issues and problems are identified and analysed</p> <p>Risks are assessed and action is taken to achieve a recognised benefit or advantage to the organisation</p> <p>The workplace is managed in a way that promotes the development of innovative approaches and outcomes</p> <p>Creative and responsive approaches to resource management improves productivity and/or reduces costs in a competitive environment</p>
Manage emerging challenges and opportunities	<p>Individuals/teams respond effectively and efficiently to changes in the organisation's goals, plans and priorities</p> <p>Coaching and mentoring assists individuals/teams develop competencies to handle change efficiently and effectively</p> <p>Individuals/teams are kept informed of progress in the implementation of change</p> <p>Recommendations for improving the methods/techniques to manage change are negotiated with designated persons/groups</p>

Range of Variables

FACILITATE AND CAPITALISE ON THE CHANGE IN THE WORKPLACE

VARIABLE	SCOPE
Workplace environment	includes leadership role in road transport situations, for example <ul style="list-style-type: none"> operations conducted at day or night in the warehouse and at the depot in the vehicle on the road at the client's workplace in a team or autonomous working situation
Change	includes all workplace change, for example, new management, new work practices, new quality systems, new training programs
Learning methods	includes all learning methods, for example, mentoring, coaching, exchange/rotation, action learning, shadowing, structured training programs
Level of Supervision	includes limited or minimum supervision
OH and S Standards	as per company and statutory requirements
Conditions	in all relevant road transport working environments under all working conditions
Documentation and Reporting Systems	as per company procedures
Procedures	procedures are those prescribed by the company

Evidence Guide

FACILITATE AND CAPITALISE ON THE CHANGE IN THE WORKPLACE

Critical aspects of evidence	<p>Assessment must confirm sufficient knowledge of procedures for fostering and managing changes to meet customer and organisation needs</p> <p>Assessment must confirm the ability to apply this knowledge to own work as a frontline manager in a real or simulated road transport environment</p>
Interdependent assessment of units	This unit could be assessed in conjunction with <i>Lead work team or group</i>
Underpinning skills and knowledge	<p>Underpinning knowledge</p> <ul style="list-style-type: none"> Strategic planning procedures Quality improvement procedures Procedures for the development of company plans and budgets <p>Underpinning skills</p> <ul style="list-style-type: none"> Research and planning techniques Written, oral and interpersonal communication skills Problem solving Risk management
Resources	Assessment of this competency will require access to a real or simulated workplace environment requiring management of change
Consistency	Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
Context	<p>Competence must be demonstrable for the relevant work situation, by day or night and in varied weather conditions in a real or simulated road transport environment</p> <p>Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes</p>

KEY COMPETENCIES

Collect, Analyse &	Communicate	Plan & Organise	Work with Others &	Use Mathematical	Solve Problems	Use Technology
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Organise Information	Ideas & Information	Activities	in Teams	Ideas & Techniques		
3	3	2	3	1	3	2

Unit TDT P5 98A MANAGE WORKPLACE INFORMATION

Field P Business Planning

DESCRIPTION:

Skills and knowledge required to participate in planning processes in organisations, incorporating information gathering, planning and resourcing within the organisation. (Frontline Management Unit)

ELEMENT	PERFORMANCE CRITERIA
Identify and source information needs	The information needs of individuals/teams is determined and the potential sources of information are identified Information held by the organisation is reviewed to determine suitability and accessibility Arrangements are made to obtain information which is not available/accessible within the organisation
Collect, analyse and report information	Collection of information is timely and relevant to the needs of individuals/teams Information is in a format suitable for analysis, interpretation and dissemination Information is analysed to identify and report relevant trends and developments in terms of the needs for which it was acquired
Use management information systems	Management information systems are used effectively to store and retrieve data for decision making Technology available in the work area/organisation is used to manage information efficiently and effectively Recommendations for improving the information system are submitted to designated persons/groups
Contribute to the preparation of operational plans	Individuals/teams are involved in the preparation of operational plans in ways which use their contribution effectively and gains their support for the outcomes Operational plans are prepared and presented in accordance with the enterprises guidelines and requirements
Prepare resource proposals	Resource planning data is collected in consultation with colleagues including those who have a specialist role in resource management Estimates of resource needs and utilisation reflects the enterprises business plans, customer and supplier requirements Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes

Range of Variables

MANAGE WORKPLACE INFORMATION

VARIABLE	SCOPE
Workplace context	<p>Work may be undertaken in various work environments in the Warehousing, Storage Transport and Distribution Industries</p> <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> other employees and supervisors customers and suppliers management and union representatives industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel <p>The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</p> <p>Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</p> <p>Customer and supplier contact and co-ordination is a requirement of these operations</p>
Job role context	<p>Operates under general guidance on progress and outcomes of work</p> <p>Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</p> <p>A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it</p> <p>The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</p>
Work activities require the application of:	<p>Relevant workplace procedures including:</p> <ul style="list-style-type: none"> enterprise policies and procedures guidelines relating to minimising risks to the environment and occupational health and safety requirements quality assurance procedures (where existing) responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures <p>Relevant agreements, codes of practice and other legislative requirements</p> <p>Appropriate workplace language and communication strategies and interpretation of relevant information</p>
Sources of information / documents may include:	<p>Quality or enterprise work specifications and procedures</p> <p>Manufacturer's specifications and/or suppliers handling and storage advice</p> <p>Workplace operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Materials safety data sheets</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Personal and work area work procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> workplace agreements and awards occupational health & safety procedures <p>Applicable State, Territory, Commonwealth legislation and any related regulations concerning:</p> <ul style="list-style-type: none"> Occupational Health & Safety in terms of duties of employers, employees, suppliers and contractors Workplace Relations Workers Compensation Hazardous substances and dangerous goods Environment Protection Equal Opportunity, Equal Employment Opportunity and Affirmative Action <p>Standards and certification requirements</p> <p>License, Patent or copyright arrangements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>
Unit specific factors	Information may be in print or electronic form

Evidence Guide

MANAGE WORKPLACE INFORMATION

Critical aspects of evidence to be considered	Assessment must confirm appropriate knowledge and skills to: manages work effectively to achieve goals and results prepare financial information and resource proposals manage own work to achieve organisational goals and required results suggest improvements to management of information and negotiate changes to systems and approaches mediate and resolve issues surrounding budgets and planning maximising positive outcomes for the organisation and the individuals within it apply techniques to encourage appropriate team / group to apply basic financial concepts research, interpret and apply relevant information provide customer/client service and work effectively with others
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role
Required knowledge and skills may include	Display of the following knowledge and skills in terms of job role or function: focus of operation of systems, resources, management and workplace operating systems methods to improve efficiency in resource management select and efficiently use information management systems and technologies resource availability including the competencies of individuals in the team / group coaching and mentoring approaches to support team members to share knowledge and skills enterprise business policies and plans including procedures for financial reporting and system improvement selection and appropriate application of technology, information systems and procedures
Resource implications	projects requiring execution
Consistency in performance may include	Establishes effective working relationships with colleagues Legislative requirements are met in any service provision or design Modifies activities to cater for variations in workplace contexts and environment Demonstrates consistency of performance over time and in a range of contexts Decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations Consistently considers when allocating tasks : competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required enterprise policies including issue resolution and grievance procedures cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly Arranges work activities to achieve goals and results Uses consultative approaches to implement and evaluate information system Organisational performance is improved through improved access to and utilisation of information systems
Context for assessment	Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	2	3	2

Unit TDT P10 98A ASSESS JOB REQUIREMENTS AND PROVIDE QUOTATION

Field P Business Planning

DESCRIPTION:

Skills and knowledge required to assess inquiries for mobile crane services and provide a quotation following a site inspection or other clarification of job requirements by a mobile crane supervisor

ELEMENT	PERFORMANCE CRITERIA
Establish customer requirements	Customer is addressed in a courteous and business like manner Customer requirements and degree of urgency are established promptly Impact of relevant legislation or company policy for dealing with requirements, and ability to respond are identified Service requests requiring additional research are allocated a priority and arrangements made for follow up
Determine credit rating of customer	Customers full credit details are taken to enable suitable reference checks to be made Unclear or uncertain credit information is referred to management for decision prior to proceeding When necessary, special payment arrangements are negotiated or service is refused according to company policy
Identify scope of work	Location, time, type of lift, type of crane and service needs are clarified Need to refer job to supervisor is determined and arrangements made according to company procedures Suitability of available equipment materials and personnel is established against customers' requirements Need for permits, notifications and authorisations from authorities is identified Special requirements for access and/or the lift are established and confirmed with the customer Information regarding possible hazards is sought from customer and any hazards noted Company records and rate schedules are used to determine applicable rate for customer Suitable allowances for contingencies are provided based on findings from site inspection
Specify job requirements and methods with customers	Equipment, time and labour requirements to complete job safely and efficiently are established in line with legislative requirements and company procedures Job requirements, proposed method for operation and costs are presented to customer with clear explanations of contingencies Lift charts and drawings where applicable are used in clarifying job requirements to customer Opportunities are provided for customer to seek clarification on costing and proposed methods Quotation is followed up according to company procedures Quotation is confirmed with customer and signed authorization of quotation and relevant indemnity forms obtained in line with company policy and procedures Agreed terms and conditions are included in the written quotation
Document quotation	Quotation format is in accordance with company requirements Information is clear, concise and relevant Copy of quotation is provided to client promptly Quotation and related documentation is filed and other records updated accurately, legibly and promptly according to company procedures

Range Of Variables

ASSESS JOB REQUIREMENTS AND PROVIDE QUOTATION

VARIABLE	SCOPE		
Workplace context	<p>This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors</p> <p>Work normally performed under general supervision</p> <p>Customers may be internal or external</p> <p>Operations conducted day or night and in a variety of weather conditions</p> <p>Environment may include movement of equipment, goods, materials and vehicular traffic</p> <p>Hazards may include:</p> <ul style="list-style-type: none"> power lines noise, light, energy sources overhead service lines surrounding buildings, structures, facilities underground services obstructions uneven or unstable ground and recently filled trenches stationary and moving machinery and equipment hazardous or dangerous materials <p>Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</p>		
Job role context	<table border="1"> <tr> <td> <p>Requirements for access and /or lift may include:</p> <ul style="list-style-type: none"> site restrictions and procedures personal protection equipment authorities and permits support trucks hours of operation additional gear and equipment induction communications equipment </td> <td> <ul style="list-style-type: none"> slings, chains, nets, brackets and other specialised lifting equipment noise restrictions <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> other employees and supervisors management union representatives clients industrial relations, Occupational Health and Safety specialists other professional or technical staff </td> </tr> </table>	<p>Requirements for access and /or lift may include:</p> <ul style="list-style-type: none"> site restrictions and procedures personal protection equipment authorities and permits support trucks hours of operation additional gear and equipment induction communications equipment 	<ul style="list-style-type: none"> slings, chains, nets, brackets and other specialised lifting equipment noise restrictions <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> other employees and supervisors management union representatives clients industrial relations, Occupational Health and Safety specialists other professional or technical staff
<p>Requirements for access and /or lift may include:</p> <ul style="list-style-type: none"> site restrictions and procedures personal protection equipment authorities and permits support trucks hours of operation additional gear and equipment induction communications equipment 	<ul style="list-style-type: none"> slings, chains, nets, brackets and other specialised lifting equipment noise restrictions <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> other employees and supervisors management union representatives clients industrial relations, Occupational Health and Safety specialists other professional or technical staff 		
Sources of information / documents may include:	<p>Safe Working Load (SWL) and Working Load Limit (WLL)</p> <p>Operations manuals including load charts and crane and rigging manuals</p> <p>Induction documentation</p> <p>Competency standards and training materials</p> <p>Job specifications and procedures</p> <p>Manufacturer's specifications</p> <p>Workplace operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Materials safety data sheets</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Personal and work area work procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> workplace agreements and awards occupational health & safety procedures <p>Applicable State, Territory, Commonwealth legislation and codes of practice which relate to:</p> <ul style="list-style-type: none"> Occupational Health & Safety regulations and legislation Workplace Relations Act(s) Workers Compensation License requirements Dangerous goods Environment Protection Legislation Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation Traffic Acts <p>Standards and certification requirements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>		
Unit specific factors	<p>Quotations may be provided for work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors</p>		

Evidence Guide

ASSESS JOB REQUIREMENTS AND PROVIDE QUOTATION

Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> interpret customer requirements estimate costs and times assess credit rating ascertain weight and dimensions of load and radius requirements and COG select appropriate crane size and type communicate effectively in writing and respond to telephone and verbal inquiries identify job and site hazards determine required permits use appropriate communication strategies and equipment locate, interpret and apply relevant information maintain company records and documentation identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills may include	<p>Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> mobile crane applications, capacities, configurations, safety hazards and control mechanisms implications of OHS/OSH legislation and codes of practice permit and license requirements operational procedures for crane crews prioritising and multi-tasking work company work procedures focus of operation of work systems and equipment application of relevant agreements, codes of practice or other legislative requirements identification and correct use of equipment, processes and procedures planning own work including predicting consequences and identifying improvements
Resource implications	Customer inquiries, equipment readiness and capability information
Consistency in performance may include	<p>Establishes effective working relationships with colleagues</p> <p>Modifies activities to cater for variations in workplace contexts and environment</p> <p>Effectively negotiates to resolve issues and problems</p> <p>Uses organisational structures effectively to complete work operations</p> <p>Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> codes of practice, hazard policies and procedures issue resolution procedures job procedures and work instructions guidelines relating to the safe use of machinery and equipment quality assurance procedures (where existing) security procedures housekeeping processes waste, pollution and recycling management processes <p>Demonstrates consistency of performance over a period of time and in a range of contexts</p> <p>Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>Work completed systematically without injury to self or others or damage to goods, equipment or products in production</p>
Context for assessment	Assessment may occur on the job or in a simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	2	2

Unit TDT Q1 97B CONDUCT FINANCIAL TRANSACTIONS

Field Q Financial Management

DESCRIPTION:

Skills and knowledge to conduct financial transactions with customers in the transport industry

ELEMENT	PERFORMANCE CRITERIA
Operate point of sale equipment	Point of sale equipment is operated and maintained in line with manufacturer's specifications and company procedures Procedure for opening the sales equipment or register is followed Adequate change is maintained for use in transactions Sales equipment / register is closed off in accordance with company cash security procedures
Transact sale	Amount owing is calculated and customer advised In the case of cash transactions, amount tendered is checked and the correct change is calculated and given
Clear register	Sales equipment / register is cleared and cash transferred at required times in accordance with company policy Cheques, credit and other non-cash transactions are handled in accordance with company policy and procedures Due security is maintained when handling cash in accordance with company security procedures
Maintain sales documents	Records are completed for all transactions including "refunds" and "no sales" Adequate supplies of dockets, vouchers and point of sale documents are maintained Debtor transactions are processed in line with company procedures

Range Of Variables

CONDUCT FINANCIAL TRANSACTIONS

VARIABLE	SCOPE
Workplace context	<p>This unit covers work of couriers/deliverers/deliverers for the delivery of products, documents and materials</p> <p>Work normally performed under general supervision</p> <p>Customers may be internal or external</p> <p>Operations conducted day or night, on or off base site</p> <p>Hazards may include:</p> <ul style="list-style-type: none"> vehicular traffic and pedestrians uneven ground, steps, road surfaces dust and vapours hazardous or dangerous materials humidity, air temperature and radiant heat light including UV noise <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> clients other employees and supervisors management union representatives industrial relations, Occupational Health and Safety specialists other professional or technical staff local government authorities
Sources of information / documents may include but are not limited to:	<p>Operations manuals</p> <p>Induction documentation</p> <p>Competency standards and training materials</p> <p>Job specifications and procedures</p> <p>Manufacturer's specifications</p> <p>Workplace operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Includes all equipment used to process finances in a road transport environment, for example, electronic and manual cash register, manual ticketing, EFTPOS equipment, smart cards</p> <p>Work procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> workplace agreements and awards occupational health & safety procedures <p>Applicable State, Territory, Commonwealth legislation and regulations which relate to:</p> <ul style="list-style-type: none"> Occupational Health & Safety regulations and legislation Workplace Relations Act(s) Workers Compensation Licensing requirements for driving and carrying particular classes of goods Dangerous goods Environment Protection Legislation Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation Traffic Acts <p>Standards and certification requirements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>
Unit specific factors	<p>Finance processing equipment includes manual and electronic cash registers, EFTPOS and credit card facilities, smart card</p>

Evidence Guide

CONDUCT FINANCIAL TRANSACTIONS

Critical aspects of evidence to be considered	Assessment must confirm appropriate knowledge and skills to: communicate effectively in writing responds appropriately to telephone and verbal inquiries identify required credit clearances and transaction limits use appropriate communication strategies and equipment locate, interpret and apply relevant information maintain workplace records and documentation conduct direct financial transactions with clients in the courier industry selection of appropriate mathematical process selection of appropriate mechanical aids, including calculators and computers
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills may include	Display of the following knowledge and skills in terms of job role or function: implications of credit and financial institution codes of practice permit and licence requirements company work procedures requirements of courier work systems/operations and relevant equipment application of relevant agreements, codes of practice or other legislative requirements identification and correct use of equipment, processes and procedures planning own work including predicting consequences and identifying improvements
Resource implications	Access to relevant point of sales equipment and sales/ticketing documents
Consistency in performance may include	Establishes effective working relationships with colleagues Maintains confidentiality of customers, clients and materials carried Modifies work practices to cater for variations in workplace contexts and environments and in accordance with company guidelines as appropriate Work consistently shows knowledge of procedures for the conduct of direct financial transactions with customers in the courier industry Effectively negotiates to resolve issues and problems Uses organisational structures effectively to complete work operations Demonstrates consistency of performance over a period of time and in a range of contexts Shows evidence of application of relevant workplace procedures including: codes of practice, hazard policies and procedures issue resolution procedures job procedures and work instructions guidelines relating to the safe use of equipment quality assurance procedures (where existing) security procedures housekeeping processes waste, pollution and recycling management processes Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures Work completed systematically without injury to self or others or damage to goods, equipment or vehicles involved in delivery
Context for assessment	Assessment may occur on the job or in a simulated work environment

Key Competencies

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

Unit TDT Q3 97A MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

Field Q Financial Management

DESCRIPTION:

Skills and knowledge to keep relevant financial information in an appropriate format for small business

ELEMENT	PERFORMANCE CRITERIA
Establish system requirements	The output requirements of the financial system are established in accordance with business plans and statutory and regulatory obligations The system needs and statutory reporting requirements are identified
Establish financial management system	The financial administrative systems established match the identified requirements of the business Mechanisms for the review of terms of trade and fee structures are suited to the business's needs and meet industry standards Equipment and software needed for the operation of the financial administrative system is identified acquired and installed in association with relevant accounting and technical staff Financial administration, reporting and the performance indicators to be provided by the system are in accordance with business's statutory obligations Financial administrative systems are implemented in accordance with planned processes and policies
Maintain financial reporting systems	Financial reports required to monitor business performance, to ensure accurate and timely information on working capital and cash flow, and to meet statutory obligations are accurately prepared to the prescribed format and at the required times Financial reports are distributed to the relevant personnel and organisations by the due dates Financial administration and reporting systems are evaluated against established performance indicators

Range of Variables

MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

VARIABLE	SCOPE
Records include	includes all financial documentation, for example, invoices, spreadsheets, ledgers, wage sheets, tax information
Workplace environment	includes leadership role in road transport situations, for example team and autonomous working situations in a cost centre in a large organisation in a small business
Level of Supervision	may be limited or minimum supervision
OH and S Standards	as per company and statutory requirements
Documentation and Reporting Systems	as per company procedures
Procedures	procedures are those prescribed by the company

Evidence Guide

MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

Critical aspects of evidence	<p>Assessment must confirm sufficient knowledge of the requirements of a small business operator in the road transport industry to set up and use an effective financial record system that meets statutory and business requirements</p> <p>Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment</p>
Interdependent assessment of units	This unit could be assessed in conjunction with <i>Manage operations to achieve planned outcome</i>
Underpinning skills and knowledge	<p>Underpinning knowledge</p> <ul style="list-style-type: none"> Legislative and statutory reporting requirements for corporations Accounting and auditing processes Financial control procedures Debt control processes <p>Underpinning skills</p> <ul style="list-style-type: none"> Compilation and use of cash receipts and cash payments journals Basic preparation, interpretation and analysis of financial reports Recording and balancing of petty cash transactions for financial records Development and use of debtors and creditors records systems Reconciliation of bank statements with cash records
Resources	Assessment of this competency unit will require access to relevant financial information
Consistency	Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
Context	<p>Competence must be demonstrable for the relevant work situation, in a real or simulated road transport environment</p> <p>Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of evidence of required attitudes</p>

KEY COMPETENCIES

Collect, Analyse & Organise	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas &	Solve Problems	Use Technology
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Information				Techniques		
3	2	2	2	3	2	2

Unit TDT Q4 98A ORGANISE FREIGHT INVOICING AND PAYMENT

Field Q Financial Management

DESCRIPTION:

Knowledge and skills required for the forwarding, receipt and payment of invoices

ELEMENT	PERFORMANCE CRITERIA
Prepare invoices	<ul style="list-style-type: none"> Purchase order or documentation regarding request for invoice is registered, validated and filed appropriately Payment method, timing and where required, currency and exchange rates are noted on the documentation Invoice documents which commit the business to providing goods and services are registered and sourced An invoice is raised listing items in a full, clear, legible and unambiguous description Invoice original is checked and authorised by a signatory at an appropriate level Required documentation is forwarded to business or organisation requesting invoice Invoice details are recorded and filed in accordance with enterprise policy
Co-ordinate documentation	<ul style="list-style-type: none"> Chart of accounts is checked at the end of the agreed period to verify payment or outstanding debt(s) against invoice(s) raised Debtor's ledger is produced from balance sheet Follow up contacts of any outstanding account(s) are made according to enterprise policy Monthly statements are cross checked at required intervals Reminder notices are forwarded to customers in accordance with enterprise policy
Process payments	<ul style="list-style-type: none"> Enterprise policy and any particular contractual requirements are followed when making payments Records of payments and any required government returns are completed and filed Payments received are registered Receipts are attached to payment with any corresponding documents and filed appropriately Receipts are forwarded to customers Files are retained according to archival regulations for audit purposes

Range of Variables

ORGANISE FREIGHT INVOICING AND PAYMENT

VARIABLE	SCOPE
Workplace context	<p>Work may be undertaken in various work environments in Transport and Distribution Industries</p> <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> other employees and supervisors customers and suppliers management and union representatives industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel <p>The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</p> <p>Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</p> <p>Customer and supplier contact and co-ordination is a requirement of these operations</p>
Job role context	<p>Operates under general guidance on progress and outcomes of work</p> <p>Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</p> <p>A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it</p> <p>The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</p>
Work activities require the application of:	<p>Relevant workplace procedures including:</p> <ul style="list-style-type: none"> enterprise policies and procedures guidelines relating to minimising risks to the environment and occupational health and safety requirements quality assurance procedures (where existing) responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures <p>Relevant agreements, codes of practice and other legislative requirements</p> <p>Appropriate workplace language and communication strategies and interpretation of relevant information</p>
Sources of information / documents may include:	<p>Quality or enterprise work specifications and procedures</p> <p>Manufacturer's specifications and/or suppliers handling and storage advice</p> <p>Workplace operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Financial procedures and processes</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Personal and work area work procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> workplace agreements and awards occupational health & safety procedures <p>Applicable State, Territory, Commonwealth legislation and any related regulations concerning:</p> <ul style="list-style-type: none"> Occupational Health & Safety in terms of duties of employers, employees, suppliers and contractors Workplace Relations Workers Compensation Hazardous substances and dangerous goods Environment Protection Equal Opportunity, Equal Employment Opportunity and Affirmative Action <p>Standards and certification requirements</p> <p>Statistical data</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>
Unit specific factors	<p>Invoices may be raised manually (typed/written) or computer generated by authorised personnel</p> <p>Transactions may be in Australian or foreign currency</p>

Evidence Guide

ORGANISE FREIGHT INVOICING AND PAYMENT

Critical aspects of evidence to be considered	Assessment must confirm appropriate knowledge and skills to: prepare invoices, receipts and bills of sale in appropriate forms co-ordinate documentation analyse contract requirements and identify requirements for organisation, suppliers and customers manage own work to achieve organisational goals and required results suggest improvements to invoicing, billing and filing operations and suggest changes identify issues surrounding accounts management in relation to foreign currency exchange rates, enterprise and government requirements provide customer/client service and work effectively with others
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role
Required knowledge and skills may include	Display of the following knowledge and skills in terms of job role or function: focus of operation of financial systems, resources, management and workplace operating systems legal and commercial requirements for the work enterprise business policies including procedures for accounts, payments and record keeping selection and appropriate application of technology, information systems and procedures
Resource implications	Freight invoicing business operation, enterprise procedures and policies
Consistency in performance may include	Establishes effective working relationships with colleagues Legislative requirements are met in any service provision or design Modifies activities to cater for variations in workplace contexts and environment Demonstrates consistency of performance over time and in a range of contexts Accuracy of documentation and filing is maintained Consistently considers when completing tasks : requirements of organisational policy and operating procedures and makes appropriate adjustments when required enterprise policies including issue resolution and grievance procedures cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts personal operations accordingly Organises own work to achieve goals and results Uses consultative approaches when dealing with customers
Context for assessment	Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	3	2	2

Unit TDT Q6 98A ADMINISTER INTERNATIONAL TRADING ACCOUNTS

Field Q Financial Management

DESCRIPTION:

Skills and knowledge required for the financial administration of international trading accounts

ELEMENT	PERFORMANCE CRITERIA
Calculate ratings on international movement of goods	Ratings are calculated for the international movement of based on: type of transport mode(s) including single or multi-modal type and shipping requirements for goods Over ride discounts and rebates for shipments are identified International currency rates and exchange regulations are confirmed Consolidated rate schedule is established Cost of routing schedule is established using consolidated rate schedule
Negotiate and confirm financial terms of trade with customer	Credit rating for customer is established in accordance with enterprise procedures Terms of trade, method of payment and currency arrangements are negotiated and confirmed with customer in accordance with enterprise procedures and code of practice requirements Payment terms with banks and suppliers are negotiated and confirmed in accordance with enterprise procedures Insurance requirements for security of payment and security of goods in transit are assessed and confirmed with customer and agents
Monitor and address market changes in international freight forwarding	Changes in international markets including fluctuations in exchange rates, changes to government regulations, pricing variations by customers and shipping lines, transit delays and strikes and the like are constantly monitored Alternative strategies and processes for forwarding goods is generated and confirmed with customers and agents where required Analysis of future freight forward projections and market trends are undertaken for customers as requested
Complete documentation	Accounts with banks, customers, suppliers, agents and the like are maintained in accordance with enterprise procedures and current legislation Trading accounts in relation to the identified performance measures are regularly monitored and reviewed Documentation is completed and secured in accordance with enterprise requirements

Range of Variables

ADMINISTER INTERNATIONAL TRADING ACCOUNTS

VARIABLE	SCOPE
Workplace context	<p>This unit covers work in the Transport and Distribution industry Work normally performed under general supervision Customers may be internal or external Operations conducted day or night Requirements for work may include: site restrictions and procedures</p> <p>communications equipment international markets authorities and permits international codes of practice international financial control and exchange regulations</p> <p>Consultative processes may involve: other employees and supervisors financial and government institutions suppliers, potential customers and existing clients management and union representatives freight forwarding agencies and specialists custom brokers other professional or technical staff</p>
Sources of information / documents may include:	<p>Operations manuals, job specifications and procedures and induction documentation Competency standards and training materials Manufacturer's specifications, instructions and labelling advice including materials safety data sheets Workplace operating procedures and policies Supplier and/or client instructions Australian and International standards, criteria and certification requirements Communications technology equipment, oral, aural or signed communications Applicable Commonwealth and International legislative framework and guidelines concerning: Occupational Health & Safety regulations and legislation License, Patent or copyright arrangements Dangerous goods and hazardous substances Environment Protection Legislation Contracts Movement of goods and cargo Financial transactions Insurance</p> <p>Standards and certification requirements Quality assurance procedures Emergency procedures</p>
Unit specific factors	<p>Methods of payment include: open accounts, cash against documents, factoring, consignments, bills of exchange, letters of credit Currency arrangements include: foreign bank accounts, forward rates, spot rates, dollar rates</p>

Evidence Guide

ADMINISTER INTERNATIONAL TRADING ACCOUNTS

Critical aspects of evidence to be considered	Assessment must confirm appropriate knowledge and skills to: identify relevant documentation handle international trading accounts communicate effectively with international and domestic banks, governments, clients, suppliers and agents determine required permits, licenses, maintain enterprise records and documentation
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills may include	Display of the following knowledge and skills in terms of job role or function: Contract law Payment terms and procedures for method of international payments operational procedures for document control international legislation regarding carriage of goods banking procedures and exchange rates contract negotiation prioritising work and co-ordinating self in relation to activities
Resource implications	International trading documentation, payment methods, currency exchange rates, workplace procedures
Consistency in performance may include	Establishes effective working relationships with colleagues Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment Effectively negotiates to resolve issues and problems Uses organisational structures effectively to complete work operations Demonstrates consistency of performance over time and in a range of contexts Shows evidence of application of relevant workplace procedures including: codes of practice, hazard policies and procedures issue resolution procedures job procedures and work instructions quality assurance procedures (where existing) security procedures Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products
Context for assessment	Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology

3	3	3	2	3	2	2
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Unit TDT Q7 98A PREPARE AND PROCESS FINANCIAL DOCUMENTS

Field Q Financial Management

DESCRIPTION:

Skills and knowledge required to prepare, reconcile and process financial documentation

ELEMENT	PERFORMANCE CRITERIA
Record and balance petty cash transactions	<p>Petty cash vouchers are prepared</p> <p>Petty cash claims and vouchers are checked for accuracy and authenticity before processing</p> <p>Petty cash transactions are recorded</p> <p>Irregularities are noted and referred to nominated person/section in accordance with enterprise procedures</p> <p>Transactions are balanced</p> <p>Transactions are presented to nominated person/section for checking in accordance with enterprise procedures</p>
Reconcile invoices for payment to creditors	<p>Discrepancies between invoices and delivery notes/service agreements are identified and reported for resolution in accordance with enterprise procedures</p> <p>Errors in invoice charges are identified and corrective action undertaken within scope of authority in accordance with enterprise procedures</p> <p>Discrepancies are rectified as directed</p> <p>Correct and authorised invoices are processed for payment and, where required, entered into financial records</p> <p>Creditor enquiries are resolved within scope of authority or referred to other personnel in accordance with enterprise procedures</p>
Prepare invoices for debtors	<p>Preparatory calculations are performed to produce accurate invoices</p> <p>Relevant documentation is completed to ensure accuracy of contents</p> <p>Invoices are distributed to nominated personnel for verification prior to despatch</p> <p>Verified invoices are despatched within designated timelines</p> <p>Verified figures are entered into financial journals</p> <p>Documents are filed for auditing purposes and, if required, follow-up action</p>
Prepare and process banking documents	<p>Financial transactions are listed on deposit forms in accordance with financial institutions requirements</p> <p>Pay-in documentation is balanced with all financial calculations</p> <p>Financial institution deposit totals are balanced with internal records</p> <p>Deposits are lodged with the financial institution</p>

Range of Variables

PREPARE AND PROCESS FINANCIAL DOCUMENTS

VARIABLE	SCOPE
Workplace context	<p>This unit covers work within the Transport and Distribution industry</p> <p>Work is performed under general supervision</p> <p>Customers may be internal or external</p> <p>Operations conducted day or night</p> <p>Environment may include movement of equipment, goods, materials and vehicular traffic</p> <p>Requirements for work may include:</p> <ul style="list-style-type: none"> site restrictions and procedures use of safety and personal protection equipment communications equipment financial regulations and processes hours of operations security procedures relevant regulations <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> other employees and supervisors suppliers, potential customers and existing clients financial institutions relevant authorities management and union representatives Occupational Health and Safety specialists, other maintenance, professional or technical staff
Sources of information / documents may include:	<p>Operations manuals, job specifications and procedures and induction documentation</p> <p>Competency standards and training materials</p> <p>Manufacturer's/client specifications, instructions and labelling advice including materials safety data sheets</p> <p>Workplace operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Australian and International standards, criteria and certification requirements</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Applicable State, Territory, Commonwealth legislative framework and guidelines concerning:</p> <ul style="list-style-type: none"> Occupational Health & Safety Financial transactions Export and import transactions <p>Standards and certification requirements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p> <p>International transport regulations, codes and procedures</p>
Unit specific factors	<p>Lodgement of transactions with financial institutions may include electronic banking, and manual processes including the use of third parties</p> <p>Preparation of documentation is undertaken within scope of authority</p> <p>Business source documents may include: requisitions, orders, service statements, invoices and receipts, despatch and receipt notes, credit notes, statements, sales tax statements, consignment notes</p>

Evidence Guide

PREPARE AND PROCESS FINANCIAL DOCUMENTS

Critical aspects of evidence to be considered	Assessment must confirm appropriate knowledge and skills to: prepare and process invoices, payments and financial transactions select appropriate equipment and work systems accurately reconcile various sources of data use appropriate communication strategies and equipment maintain enterprise records and documentation
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills may include	Display of the following knowledge and skills in terms of job role or function: use of a range of office equipment computer systems and financial software packages calculation and communication skills knowledge of financial institutions, processes and procedures Recording mechanisms/systems regulatory requirements for financial transactions implications of OHS/OSH legislation and codes of practice operational procedures for the receipt, transfer and documentation of financial data and files application of customer service policies and procedures
Resource implications	Access to financial information, enterprise documentation, recording and processing systems
Consistency in performance may include	Establishes effective working relationships with colleagues Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment Effectively negotiates to resolve issues and problems Uses organisational structures effectively to complete work operations Demonstrates consistency of performance over time and in a range of contexts Shows evidence of application of relevant workplace procedures including: codes of practice, hazard policies and procedures issue resolution procedures job procedures and work instructions guidelines relating to the safe use of machinery and equipment quality assurance procedures (where existing) security procedures housekeeping processes waste, pollution and recycling management processes Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products
Context for assessment	Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	2	1	1

Unit TDT Q9 98A CONDUCT COURIER/DELIVERY CASH TRANSACTIONS

Field Q Financial Management

DESCRIPTION:

Skills and knowledge required to conduct transactions with customers

ELEMENT	PERFORMANCE CRITERIA
Establish price with customers	Cost of delivery/operation is confirmed with customer Customer queries are answered courteously and accurately Pricing structure explained within company guidelines as required Bill/invoice is presented to customer
Conduct transaction	Cash handed to courier /deliverer is securely stored Change is given in appropriate denomination coins/notes Rounding of price is undertaken within company policy
Record transaction details	Invoice/bill is receipted or receipt provided to customer in accordance with company policy Record of transaction is made and kept Records at base are updated upon return to reflect transactions

Range Of Variables

CONDUCT COURIER/DELIVERY CASH TRANSACTIONS

VARIABLE	SCOPE
Workplace context	<p>This unit covers work of couriers for the delivery of products, documents and materials</p> <p>Work normally performed under generally indirect supervision</p> <p>Customers may be internal or external</p> <p>Operations conducted day or night, on or off base site</p> <p>Hazards may include:</p> <ul style="list-style-type: none"> vehicular traffic and pedestrians uneven ground, steps, road surfaces dust and vapours hazardous or dangerous materials humidity, air temperature and radiant heat light including UV noise <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> clients other employees and supervisors management union representatives industrial relations, Occupational Health and Safety specialists other professional or technical staff
Sources of information / documents may include but are not limited to:	<p>Operations manuals</p> <p>Induction documentation</p> <p>Competency standards and training materials</p> <p>Job specifications and procedures</p> <p>Manufacturer's specifications</p> <p>HAZCHEM codes and dangerous/hazardous goods</p> <p>Workplace operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Materials safety data sheets</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Work procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> workplace agreements and awards occupational health & safety procedures <p>Applicable State, Territory, Commonwealth legislation and regulations which relate to:</p> <ul style="list-style-type: none"> Occupational Health & Safety regulations and legislation Workplace Relations Act(s) Workers Compensation Licensing requirements for driving and carrying particular classes of goods Dangerous goods Environment Protection Legislation Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation Traffic Acts <p>Standards and certification requirements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>
Unit specific factors	<p>Transactions may involve coins and notes</p> <p>Recording procedures are undertaken within company policy and procedures</p>

Evidence Guide

CONDUCT COURIER/DELIVERY CASH TRANSACTIONS

Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> select appropriate means to secure loads within requirements for safe handling of goods and vehicle communicate effectively in writing responds appropriately to telephone and verbal inquiries identify hazards associated with the goods to be transported identify required permits use appropriate communication strategies and equipment locate, interpret and apply relevant information maintain workplace records and documentation identify and safely handle equipment and goods apply hierarchy of control use where necessary safety precautions appropriate to the task
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role or function
Required knowledge and skills may include	<p>Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> implications of Occupational Health & Safety legislation and codes of practice permit and licence requirements operational procedures for company work procedures requirements of courier work systems/operations and relevant equipment application of relevant agreements, codes of practice or other legislative requirements identification and correct use of equipment, processes and procedures planning own work including predicting consequences and identifying improvements
Resource implications	Invoice, goods, customer, payment and change
Consistency in performance may include	<p>Establishes effective working relationships with colleagues</p> <p>Maintains confidentiality of customers, clients and materials carried</p> <p>Modifies work practices to cater for variations in workplace contexts and environments</p> <p>Work consistently shows accurate calculation of change and secure storage of cash</p> <p>Effectively negotiates to resolve issues and problems</p> <p>Uses organisational structures effectively to complete work operations</p> <p>Demonstrates consistency of performance over a period of time and in a range of contexts</p> <p>Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> codes of practice, hazard policies and procedures issue resolution procedures job procedures and work instructions guidelines relating to the safe use of equipment quality assurance procedures (where existing) security procedures housekeeping processes waste, pollution and recycling management processes Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures <p>Work completed systematically without injury to self or others or damage to goods, equipment or products in production</p>
Context for assessment	Assessment may occur on the job or in a simulated work environment

<i>Key Competencies</i>						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	2	1	1

Unit TDT R1 98A MONITOR SUPPLIER PERFORMANCE

Field R Contract and Procurement

DESCRIPTION:

Skills and knowledge required to the monitor supplier performance with contracted agreements

ELEMENT	PERFORMANCE CRITERIA
Administer supplier contract	<p>Procedures for the receipt of supplied goods/materials are documented and implemented within the workplace</p> <p>Supplied goods/material/services are assessed for conformity to contracted requirements including price, quantity, quality and delivery schedules</p> <p>Non-conformance of supplier with contracted requirements are accurately detailed</p> <p>Actions to rectify non-conformance are undertaken in accordance with enterprise procedures and within scope of authority</p> <p>Issues of non-conformance beyond scope of authority are referred to designated personnel in accordance with enterprise operating procedures</p>
Complete documentation	<p>Annotations and performance assessment/evaluations are completed and appended to supplier file</p> <p>Action taken in regards to non-conformance of contracted requirements is documented and appended to supplier file</p> <p>System records are maintained and updated in accordance with enterprise information management system and, where applicable, regulatory requirements</p>

Range of Variables

MONITOR SUPPLIER PERFORMANCE

VARIABLE	SCOPE
Workplace context	<p>Work may be undertaken in various work environments in the Warehousing, Storage, Transport and Distribution Industries</p> <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> other employees and supervisors customers and suppliers management and union representatives industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel <p>The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</p> <p>Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</p> <p>Customer and supplier contact and co-ordination is a requirement of these operations</p>
Job role context	<p>Operates under general guidance on progress and outcomes of work</p> <p>Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</p> <p>A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it</p> <p>The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</p>
Work activities require the application of:	<p>Relevant workplace procedures including:</p> <ul style="list-style-type: none"> enterprise policies and procedures guidelines relating to minimising risks to the environment and occupational health and safety requirements quality assurance procedures (where existing) responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures <p>Relevant agreements, codes of practice and other legislative requirements</p> <p>Appropriate workplace language and communication strategies and interpretation of relevant information</p>
Sources of information / documents may include:	<p>Quality or enterprise work specifications and procedures</p> <p>Manufacturer's specifications and/or suppliers handling and storage advice</p> <p>Workplace operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Materials safety data sheets</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Personal and work area work procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> workplace agreements and awards occupational health & safety procedures <p>Applicable State, Territory, Commonwealth legislation and any related regulations concerning:</p> <ul style="list-style-type: none"> Occupational Health & Safety in terms of duties of employers, employees, suppliers and contractors Hazardous substances and dangerous goods Environment Protection <p>Standards and certification requirements</p> <p>License, Patent or copyright arrangements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>
Unit specific factors	<p>Contracts may be for singular or continuous supply</p> <p>Document /data interchange may be electronic or paper based</p> <p>Suppliers may include domestic and international contractors, corporations and government agencies</p> <p>Contract non-conformance must be demonstrable</p> <p>Relevant legislation may concern contract disputation, confidentiality, goods regulatory requirements, probity</p>

Evidence Guide

MONITOR SUPPLIER PERFORMANCE

Critical aspects of evidence to be considered	Assessment must confirm appropriate knowledge and skills to: suggest improvements to supply operations and negotiate changes mediate and resolve issues surrounding supply, maximising positive outcomes for the organisation and the individuals within it apply techniques to encourage appropriate participation of team / group members and external organisations or individuals with relevant expertise identify requirements of tasks and organise planning, job completion and evaluation stages locate, interpret and apply relevant information provide customer/client service and work effectively with others
Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
Required knowledge and skills may include	Display of the following knowledge and skills in terms of job role or function: focus of operation of supply arrangements, resources, management and workplace operating systems resource availability including the competencies of individuals in the team / group contract performance and dispute resolution procedures enterprise business policies and plans including procedures for maintenance of confidentiality selection and appropriate application of technology, information systems and procedures
Resource implications	supply requirements, supplier information, enterprise contract procedures
Consistency in performance may include	Establishes effective working relationships with colleagues Legislative requirements are met in any service provision or design Modifies activities to cater for variations in workplace contexts and environment Demonstrates consistency of performance over time and in a range of contexts Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations Consistently considers when allocating tasks : competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required enterprise policies including issue resolution and grievance procedures cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly Arranges work to achieve goals and results Uses consultative approaches to implement and evaluate work practices Organisational performance is improved through improved access to and utilisation of preferred suppliers
Context for assessment	Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

Unit TDT R2 98A SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

Field R Contract and Procurement

DESCRIPTION:

Skills and knowledge required to select contractors evaluate their performance

ELEMENT	PERFORMANCE CRITERIA
Analyse supply requirements	Purpose and specifications of required goods/services is identified Criteria to evaluate potential or existing contractor performance is established Quantities of required goods/services are determined Frequency of ordering/requesting of goods/services is identified
Evaluate contractors	Contractors of requested goods/services are identified Comparative costings for goods/services are obtained Contractors' ability to provide a consistent level of performance on repeat jobs is assessed Contractors are evaluated in relation to established criteria and in accordance with enterprise and regulatory procedures A prioritised contractor short list is established based on the capacity of contractors to provide a cost competitive quality service The outcomes of the contractor selection process are documented including recommendations for actioning agreements/contracts with selected contractors Information and data generated during the selection process is filed and maintained in accordance with enterprise procedures

Range of Variables

SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

VARIABLE	SCOPE
Workplace context	<p>Work may be undertaken in various work environments in Transport and Distribution Industries</p> <p>Consultative processes may involve:</p> <ul style="list-style-type: none"> other employees and supervisors customers and contractors management and union representatives industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel <p>The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</p> <p>Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</p> <p>Customer and supplier contact and co-ordination is a requirement of these operations</p>
Job role context	<p>Operates under general guidance on progress and outcomes of work</p> <p>Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</p> <p>A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it</p> <p>The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</p>
Work activities require the application of:	<p>Relevant workplace procedures including:</p> <ul style="list-style-type: none"> enterprise policies and procedures guidelines relating to minimising risks to the environment and occupational health and safety requirements quality assurance procedures (where existing) responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures <p>Relevant agreements, codes of practice and other legislative requirements</p> <p>Appropriate workplace language and communication strategies and interpretation of relevant information</p>
Sources of information / documents may include:	<p>Quality or enterprise work specifications and procedures</p> <p>Manufacturer's specifications and/or contractors handling and storage advice</p> <p>Workplace operating procedures and policies</p> <p>Supplier and/or client instructions</p> <p>Materials safety data sheets</p> <p>Communications technology equipment, oral, aural or signed communications</p> <p>Personal and work area work procedures and practices</p> <p>Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> workplace agreements and awards occupational health & safety procedures <p>Applicable State, Territory, Commonwealth legislation and any related regulations concerning:</p> <ul style="list-style-type: none"> Occupational Health & Safety in terms of duties of employers, employees, contractors and contractors Workplace Relations Workers Compensation Hazardous substances and dangerous goods Environment Protection Equal Opportunity, Equal Employment Opportunity and Affirmative Action <p>Standards and certification requirements</p> <p>License, Patent or copyright arrangements</p> <p>Quality assurance procedures</p> <p>Emergency procedures</p>
Unit specific factors	<p>Contractors may be for one-off or repeat supplies/contract services</p> <p>Document /data interchange may be electronic or paper based</p> <p>Selection processes should include procedures for maintenance of confidentiality and integrity</p>

Evidence Guide

SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

Critical aspects of evidence to be considered	Assessment must confirm appropriate knowledge and skills to: suggest improvements to contractor operations and negotiate changes mediate and resolve issues surrounding supply of goods/services, maximising positive outcomes for the organisation and the individuals within it analyse contract requirements locate, interpret and apply relevant information provide customer/client service and work effectively with others
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a job role
Required knowledge and skills may include	Display of the following knowledge and skills in terms of job role or function: focus of operation of supply arrangements, resources, management and workplace operating systems resource availability including the competencies of individuals in the team / group enterprise business policies and plans and regulatory procedures for entering into contract arrangements selection and appropriate application of technology, information systems and procedures
Resource implications	supply requirements, contractor information
Consistency in performance may include	Establishes effective working relationships with colleagues Legislative requirements are met in any service provision or design Modifies activities to cater for variations in workplace contexts and environment Demonstrates consistency of performance over time and in a range of contexts Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations Consistently considers when allocating tasks : competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required enterprise policies including issue resolution and grievance procedures cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly Arranges work to achieve goals and results Uses consultative approaches to implement and evaluate potential contractors
Context for assessment	Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3