

CONTENTS

Introduction	1
Australian Qualifications Framework	3
TDT 106 98 Certificate I in Transport and Distribution (Rail Freight Services)	4
TDT 206 98 Certificate II in Transport and Distribution (Rail Freight Services)	5
TDT 306 98 Certificate III in Transport and Distribution (Rail Freight Services)	6
TDT 406 98 Certificate IV in Transport and Distribution (Rail Freight Services)	7
Rail Freight Services Competency Standards	8
Summary of Key Competency Strands and Levels	11
Handling Cargo	
TDT A1 97A Secure Cargo	12
TDT A2 97A Maintain Container/Cargo Records	15
TDT A3 97A Connect and Disconnect Reefer Units	18
TDT A4 97A Process Movement of Containers and Cargo	21
TDT A5 97A Check and Evaluate Records and Documentation	24
TDT A8 97A Transfer Cargo	27
TDT A31 98A Consolidate Freight	30
TDT A32 98A Organise Transport of Freight or Goods	33
Equipment Checking and Maintenance	
TDT RB 05 98A Diagnose and Rectify Minor Faults	36
TDT RB 11 98A Maintain and Use Basic Hand Tools	39
TDT RB 12 98A Use and Maintain Minor Mechanical Equipment	42
TDT B1 97A Check and Assess Operational Capabilities of Equipment	45
TDT B2 97A Test Equipment and Isolate Faults	48
Load Handling	
TDT D1 97A Shift Materials Safely	51
TDT D2 97A Use Manual Handling Equipment	54
TDT D3 97B Handle Hazardous Substances/Dangerous Goods	57
TDT D4 97A Load and Unload Goods/Cargo	60
TDT D6 97A Transfer Containers/Cargo Using Heavy Equipment	63
TDT D7 97A Prepare Cargo for Transfer with Slings	66
TDT D9 97A Direct Crane Drivers	69
TDT D10 97A Operate a Forklift	72
TDT D11 97A Conduct Advanced Forklift Operations	75
TDT D12 97A Operate Specialised Load Shifting Equipment	78
TDT D13 97A Move Materials Mechanically	81
TDT D22 98A Conduct Weighbridge Operations	84
Communication and Calculation	
TDT RE 01 98A Maintain Freight Records	87
TDT E1 97A Present Workplace Information	90
TDT E2 97A Estimate/Calculate Mass, Area and Quantify Dimensions	93
TDT E3 97A Participate in Workplace Communication	96
TDT E4 97A Prepare Workplace Documents	99
TDT E5 97A Carry Out Workplace Calculations	102
TDT E7 97A Use Vehicle Communication Systems	105
TDT E8 97A Process Workplace Documentation	108

Occupational Health and Safety		
TDT RF 01 98A	Investigate Incidents	111
TDT RF 02 98A	Operate and Maintain Fire Fighting Equipment	114
TDT RF 04 98A	Manage Emergencies.....	117
TDT RF 16 98A	Implement and Monitor Environmental Protection Policies and Procedures.....	120
TDT F1 97A	Follow OH&S Procedures.....	123
TDT F2 97A	Conduct Housekeeping Activities	126
TDT F3 97A	Implement and Monitor OH&S Procedures	129
TDT F8 97B	Provide First Aid in the Workplace.....	132
TDT F11 97A	Care for the Environment.....	135
Teamwork		
TDT G1 97A	Work Effectively with Others	138
TDT G2 97A	Lead Work Team or Group.....	141
Customer Service		
TDT RI 03 98A	Service Freight Customers	144
TDT RI 04 98A	Develop Freight Customers	147
TDT I7 98A	Provide Freight Forwarding Service to Customers	150
TDT I2 97B	Apply Customer Service Skills.....	153
Quality		
TDT J1 97A	Apply Quality Procedures	156
TDT J2 97A	Apply Quality Systems	159
Computers and Technology		
TDT K1 97A	Use Computer Applications	162
TDT K2 97A	Use Infotechnology Devices in the Workplace	165
TDT K3 97A	Apply Keyboard Skills	168
TDT K7 98A	Perform Electronic Data Interchange (EDI) to Transmit Shipping Documentation	171
Resource Management		
TDT RL 01 98A	Monitor and Process Attendance Records	174
TDT RL 02 98A	Implement Equal Employment Equity Strategies.....	177
TDT RL 03 98A	Promote Effective Workplace Practice	180
TDT RL 06 98A	Develop Rosters	183
TDT RL 07 98A	Apply and Amend Rosters	186
TDT RL 14 98A	Organise Freight Yard Movement.....	189
TDT RL 21 98A	Plan Train Consists.....	192
TDT L1 97A	Complete Induction Procedures	195
TDT L3 97A	Conduct Induction Process.....	198
Training		
TDT M1 97A	Prepare for Training (Category 1).....	201
TDT M2 97A	Deliver Training (Category 1).....	204
TDT M3 97A	Review Training (Category 1)	207
TDT M4 97A	Prepare For Training (Category 2).....	210
TDT M5 97A	Deliver Training (Category 2).....	213
TDT M6 97A	Review and Promote Training (Category 2)	216
Assessment		
TDT N1 97A	Conduct Assessment in Accordance with an Established Assessment Procedure.....	219
TDT N2 97A	Extension Unit - Plan and Review Assessment.....	224
TDT N3 97A	Develop Assessment Tools	228

Security		
TDT O13 98A	Administer the Security of Assets and Facilities	233
Financial Management		
TDT RQ 01 98A	Maintain Customer Credit Accounts and Services	236
TDT RQ 02 98A	Maintain Petty Cash Account.....	239
Contextualisation Statement		242
Imported Units	245

INTRODUCTION

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

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

Each Competency Standards manual includes the framework that 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 Rail Transport Sector acknowledges the need to apply selected cross industry standards and standards from other industries. These have not been fully reproduced in this Training Package. These standards are listed at the rear of this document. To ensure currency and correct usage, Register Training Organisations and Enterprises wishing to include these standards in the development of a qualification are required to source the latest version of the standards from the origin developer. Further the standards are only to be used in building rail qualifications at the comparable AQF level of the origin standards and qualification. A rail contextualisation statement is also contained at the rear of this manual. The statement should be read in conjunction with the existing Range of Variables and Evidence Guides of competency units concerned. The additional information in the contextualisation statement should be used to ensure that training programs and assessment processes based on the standards, and designed for use with Rail sector trainees and staff relate in a meaningful way to key aspects and requirements of the rail sector context, particularly "safe working".

The Transport and Distribution Training Package is subject to continuous development. It is suggested that users confirm the status of this manual prior to use. Confirmation can be given from:

TDT Australia
Level 1, 351 William Street
West Melbourne VIC 3003

Telephone: (03) 9320 4242
Fax: (03) 9320 4243
E-mail: tdtaust@tdtaust.com.au
Website www.tdtaust.com.au

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 106 98 CERTIFICATE I IN TRANSPORT & DISTRIBUTION
(RAIL FREIGHT SERVICES)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate I in Transport and Distribution (Rail Freight Services)

Rationale:

A general qualification for the Rail sector of the Transport and Distribution 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	
A	Handling Cargo	TDT A1 97A	Secure Cargo
B	Equipment Checking and Maintenance	TDT RB 11 98A	Maintain and Use Basic Hand Tools
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 OH&S Procedures
		TDT F2 97A	Conduct Housekeeping Activities
G	Teamwork	TDT G1 97A	Work Effectively with Others
I	Customer Service	TDT I2 97B	Apply Customer Service Skills
L	Resource Management	TDT L1 97B	Complete Induction Procedures

Requirements for completion of the Qualification:

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

**TDT 206 98 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION
(RAIL FREIGHT SERVICES)**

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate II in Transport and Distribution (Rail Freight Services)

Rationale:

A general qualification for the Rail sector of the Transport and Distribution 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	
A	Handling Cargo	TDT A3 97A	Connect and Disconnect Reefer Units
B	Equipment Checking and Maintenance	TDT RB 05 98A	Diagnose and Rectify Minor Faults
		TDT RB 12 98A	Use and Maintain Minor Mechanical Equipment
		TDT B1 97A	Check and Assess Operational Capabilities of Equipment
D	Load Handling	TDT D3 97B	Handle Dangerous Goods and Hazardous Substances
		TDT D4 97A	Load and Unload Goods/Cargo
		TDT D7 97A	Prepare Cargo for Transfer with Slings
		TDT D10 97A	Operate a Forklift
		TDT D12 97A	Operate Special Load Shifting Equipment
		TDT D13 97A	Move Materials Mechanically
		TDT D22 98B	Conduct Weighbridge Operations
E	Communications and Calculations	TDT E7 97A	Use Vehicle Communication Systems
		TDT E8 97A	Process Workplace Documentation
F	Occupational Health and Safety	TDT RF 02 98A	Operate and Maintain Fire Fighting Equipment
		TDT F11 97A	Care for the Environment
J	Quality	TDT J1 97A	Apply Quality Procedures
K	Computers and Technology	TDT K1 97A	Use Computer Applications
		TDT K2 97A	Use Infotechnology Devices in the Workplace
		TDT K3 97A	Apply Keyboard Skills
L	Resource Management	TDT RL 01 98A	Monitor and Process Attendance Records
O	Security	TDT O13 98A	Administer the Security of Assets and Facilities
Q	Financial Management	TDT RQ 02 98A	Maintain Petty Cash Account

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. If additional units are acquired credit for two additional units may be credited to Certificate III.

**TDT 306 98 CERTIFICATE III IN TRANSPORT AND DISTRIBUTION
(RAIL FREIGHT SERVICES)**

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate III in Transport and Distribution (Rail Freight Services)

Rationale:

A general qualification for the Rail sector of the Transport and Distribution 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	
A	Handling Cargo	TDT A2 97A	Maintain Container/Cargo Records
		TDT A4 97A	Process Movement of Containers and Cargo
		TDT A8 97A	Transfer Cargo
B	Equipment Checking and Maintenance	TDT B2 97A	Test Equipment and Isolate Faults
D	Load Handling	TDT D6 97A	Transfer Containers/Cargo Using Heavy Equipment
		TDT D11 97A	Conduct Advanced Forklift Operations
E	Communications and Calculations	TDT RE01 98A	Maintain Freight Records
		TDT E1 97A	Present Workplace Information
		TDT E2 97A	Estimate/Calculate Mass, Area and Quantify Dimensions
		TDT E4 97A	Prepare Workplace Documents
F	Occupational Health and Safety	TDT F3 97A	Implement & Monitor OH&S Procedures
		TDT F8 97B	Provide First Aid in the Workplace
G	Teamwork	TDT G2 97A	Lead Work Team or Group
I	Customer Service	TDT I7 98A	Provide Freight Forwarding Service to Customers
J	Quality	TDT J2 97A	Apply Quality Systems
L	Resource Management	TDT L3 97A	Conduct Induction Process
		TDT RL 21 98A	Plan Train Consists
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

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 406 98 CERTIFICATE IV IN TRANSPORT AND DISTRIBUTION
(RAIL FREIGHT SERVICES)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate IV in Transport and Distribution (Rail Freight Services)

Rationale:

A general qualification for the Rail sector of the Transport and Distribution 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 Cargo	TDT A5 97A	Check and Evaluate Records and Documentation
D	Load Handling	TDT D9 97A	Direct Crane Drivers
F	Occupational Health and Safety	TDT RF 01 98A	Investigate Incidents
		TDT RF 04 98A	Manage Emergencies
		TDT RF 16 98A	Implement and Monitor Environmental Protection Policies and Procedures
I	Customer Service	TDT RI 03 98A	Service Freight Customers
		TDT RI 04 98A	Develop Freight Customers
L	Resource Management	TDT RL 02 98A	Implement Equal Employment Equity Strategies
		TDT RL 03 98A	Promote Effective Workplace Practice
		TDT RL 06 98A	Develop Rosters
		TDT RL 07 98A	Apply and Amend Rosters
		TDT RL 14 98A	Organise Freight Yard Movement
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 & Review Assessment
		TDT N3 97A	Develop Assessment Tools
Q	Financial Management	TDT RQ 01 98A	Maintain Customer Credit Accounts and Services

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.

Units yet to be aligned as part of a Qualification:

A	Handling Cargo	TDT A31 98B	Consolidate Freight
		TDT A32 98B	Organise Transport of Freight or Goods
K	Computers and Technology	TDT K7 98B	Perform Electronic Data Interchange (EDI) to Transmit Shipping Documentation

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 an 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 A1 97A SECURE CARGO/CONTAINER

Field A Handling Cargo

DESCRIPTION:

This unit covers the securing of cargo/container on the waterfront

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to secure cargo/containers	<ul style="list-style-type: none">a. Work area is prepared and maintained in accordance with the national standards, safety codes and site operating proceduresb. Unsafe work practices and/or equipment are reported to appropriate personnelc. Appropriate protective clothing, equipment and fittings are selectedd. Formwork is erected where no lashing points exist
2. Lash and unlash cargo	<ul style="list-style-type: none">a. Work is conducted in accordance with industry standards, statutory requirements, safety codes, site operating requirements and any special requirements of the cargob. Lashing points are identified and appropriate fittings and lashing equipment used for each lashing pointc. Cargo is lashed and secured to lashing points ensuring the correct spread of lashings and that lashings are secured attached and tensionedd. Tensioners are securely fastenede. When unlashings, fittings are released, disconnected and removed from the cargof. Lashing equipment is placed in designated storage areas or cleared from work areag. Lashing/unlashing operations ensure no injury to personnel or damage to machinery or cargo
3. Protect cargo from weather	<ul style="list-style-type: none">a. Cargo is covered/uncovered safely ensuring appropriate covering and lashing, no injury to personnel or damage to cargo or equipmentb. Work is conducted in accordance with the requirements of national standards, safety codes and site operating procedures
4. Pack and unpack cargo	<ul style="list-style-type: none">a. Damaged cargo is identified and reported following enterprise proceduresb. Cargo is sorted and stacked prior to packing or after unpacking, ensuring the stack is in the correct location, in accordance with national standards, safety codes, and site operating proceduresc. Cargo is identified through the interpretation of marks or numbersd. Tight stow of cargo is maintainede. Cargo is handled ensuring no injury to personnel or damage to cargo or equipment

Range Of Variables

SECURE 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 e. Cables used in the slinging of cargo include natural fibre ropes, synthetic fibre ropes, wire ropes and chains f. Lashing equipment for containers include <ul style="list-style-type: none"> f.1. Twistlocks f.2. Pelican hooks f.3. Lashing rods (bars) f.4. Turn handles (keys) f.5. Bottle screws f.6. Bridging clamps f.7. Cones g. Securing equipment may include chocks, racks, lashings, ropes and chains h. Covers include rain and dust covers
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 Legislation, Regulations and related documentation i. Award, Enterprise Bargaining Agreement, other industrial agreements j. Standards and certification requirements k. 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 and 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	<ul style="list-style-type: none"> a. Occupational Health and 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

SECURE 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. Safely lash and secure cargo a.2. Select and appropriately use protective clothing a.3. Locate, interpret and apply relevant information a.4. Work effectively with others a.5. Maintain workplace records a.6. Select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.7. Follow the designated work plan for the job
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 and operating procedures 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 of differing workplace contexts, risk situations and environments a.8. Identification of cargo, container and goods, coding, IMDG markings and where applicable Emergency Information Panels a.9. Relevant bond, quarantine other legislative requirements a.10. Identification and correctly use equipment, processes and procedures a.11. Relevant handling and safety codes a.12. Lashing and protection procedures a.13. The marking and numbering systems for cargo a.14. Use the lashing and protection equipment a.15. Receive, acknowledge and send messages with communications equipment whilst operating other equipment
4. Resource implications	<ul style="list-style-type: none"> a. Cargo/containers requiring securing
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning 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. 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 and procedures b.3. Job procedures and work instructions b.4. Relevant guidelines relating to the use of machinery and equipment capability and limitations, tagging of unserviceable or damaged items b.5. Quality procedures (where existing) b.6. Security procedures b.7. Following enterprise 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 A2 97A MAINTAIN CONTAINER/CARGO RECORDS

Field A Handling Cargo

DESCRIPTION:

This unit covers the maintenance of container cargo records into and out of the site

ELEMENT	PERFORMANCE CRITERIA
1. Process container/cargo documentation	<ul style="list-style-type: none">a. Container/cargo documentation is processed in accordance with enterprise procedures and Statutory Authority requirementsb. Movements of containers/cargo are recorded in accordance with enterprise procedures and Statutory Authority requirements
2. Maintain records of container/cargo movements	<ul style="list-style-type: none">a. Container/cargo records are updated each time containers/cargo are moved within the yardb. Containers/cargo are checked using markings to ensure correct identification when updating records
3. Monitor reefer units and maintain records	<ul style="list-style-type: none">a. Reefers are monitored on a daily basis and the following information recorded<ul style="list-style-type: none">a.1. Temperaturesa.2. Water meter readingsa.3. Any faults in the operation of the reeferb. Faults in the operation of reefer units are reported on the appropriate forms and forwarded to the maintenance areac. Reefer log cards are checked on completion of monitoring and all breakdowns/faults logged in the Breakdown Log Diaryd. Movement of reefers is monitored on a daily basis and the information recorded

Range Of Variables

MAINTAIN CONTAINER/CARGO RECORDS

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 and 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 relation, occupational health and safety specialists 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 and 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

MAINTAIN CONTAINER/CARGO RECORDS

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. Interpret shipping and goods movement documentation a.2. Use onsite computer and available software a.3. Locate, interpret and apply relevant information a.4. Provide customer/client service and work effectively with others a.5. Convey information in written and oral form 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	<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, stacking plans and available stacking space 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 co-ordination
4. Resource implications	<ul style="list-style-type: none"> a. Cargo/container records system and operating worksite
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning 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. Shows evidence of application of relevant workplace procedures including <ul style="list-style-type: none"> b.1. Safety and emergency procedures 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 of machinery, equipment capability and limitations, tagging of unserviceable or damage items b.6. Quality procedures (where existing) b.7. Security procedures b.8. Following enterprise 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 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 A3 97A CONNECT AND DISCONNECT REEFER UNITS

Field A Handling Cargo

DESCRIPTION:

This unit covers the connecting to and disconnection of reefer units to power sources

ELEMENT	PERFORMANCE CRITERIA
1. Plug/unplug reefer units to power sources	<ul style="list-style-type: none">a. Reefer units to be plugged/unplugged safely accordingly to site operating procedures, ensuring:<ul style="list-style-type: none">a.1. reefer unit is checked to be running after plugged ina.2. faulty reefer unit identified and reporteda.3. reefer unit unplugged, cable cleared from unitb. Problems with the operation of reefer units are identified and reported to appropriate personnel
2. Attach/detach clip on units	<ul style="list-style-type: none">a. Clip on units to be attached/detached safely in accordance with the recommendations of the National Standard for Manual Handling and National Code of Practice for Manual Handling and according to site operating procedures, ensuring:<ul style="list-style-type: none">a.1. appropriate clip on unit tool useda.2. protective equipment is worna.3. connection to container or crib is ensuredb. Problems with the operation of clip on units are identified and reported to appropriate personnel

Range Of Variables

CONNECT AND DISCONNECT REEFER UNITS

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 involved in Stevedoring
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"> d. staff members e. management f. union representatives g. industrial relations, Occupational Health and Safety specialists h. 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. Dangerous goods and air freight regulations g. Export/ Import/ Quarantine/Bond requirements h. Marine Orders i. Environmental Protection Legislation j. Emergency Procedures

Evidence Guide

CONNECT AND DISCONNECT REEFER UNITS

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 Reefers requiring clip on units a.2. safely connect and disconnect Reefer units a.3. locate, interpret and apply relevant information a.4. provide customer/client service and work effectively with others a.5. convey information in written and oral form 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 the use of underpinning knowledge and skills including site including :</p> <ul style="list-style-type: none"> a.1. site layout and location of Reefer units a.2. identify problems in the operations of Reefer units a.3. focus of operation of work systems, equipment, management and site operating systems a.4. relationships and requirements of work and operating systems in respect of related systems a.5. impact of job on enterprise and individual performance a.6. application of relevant industrial requirements and legislative requirements a.7. identification and correct use of equipment, processes and procedures a.8. identify reefer units requiring clip on units a.9. identify problems in the operation of reefer units a.10. identify cargo using mark and number systems
4. Resource implications	<p>a. Variety of reefer units and containers</p>
5. Consistency in performance	<p>a. Applies underpinning 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 a.6. 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. 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 machinery and equipment capability and limitations, tagging of unserviceable or damaged items b.5. quality procedures (where existing) b.6. security procedures b.7. following enterprise housekeeping processes b.8. waste, pollution and recycling management 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
2	2	2	2	2	2	2

Unit TDT A4 97A PROCESS MOVEMENT OF CONTAINERS AND CARGO

Field A Handling Cargo

DESCRIPTION:

This unit covers the processing of container/cargo movements in and out of the site

ELEMENT	PERFORMANCE CRITERIA
1. Check stacking/discharge list at commencement of shift	<ul style="list-style-type: none"> a. Yard stacking/discharge lists are checked against container/cargo documentation and operational order of work, taking into account both ship and shore operations b. Stacking discharge lists are continually updated to reflect the correct location of containers and cargo
2. Assess and plan container/cargo consolidation	<ul style="list-style-type: none"> a. Yard plans are assessed and where appropriate consolidation of container/cargo within the yard is planned b. Consolidation plans are prepared to ensure efficient use of available yard space c. Consolidation plans are prepared to ensure efficiency of operation d. Final yard positions are obtained from consolidation plans and recorded
3. Allocate stack positions	<ul style="list-style-type: none"> a. Stack positions are allocated <ul style="list-style-type: none"> a.1. According to the nature of the container/cargo a.2. To facilitate yard operations
4. Identify and check containers/cargo	<ul style="list-style-type: none"> a. Containers/cargo are identified and checked at the point of entry to the yard and prior to stacking to ensure <ul style="list-style-type: none"> a.1. No damage to container or cargo a.2. Agreement between numbers and marks on container/cargo and shipping documentation a.3. Correct stacking b. Stacking follows stacking plans and facilitates efficient movement within the yard
5. Check and complete documentation	<ul style="list-style-type: none"> a. Documentation is checked prior to performing completion procedures ensuring compliance with enterprise operating procedures and statutory requirements
6. Issue gate pass and check clearances	<ul style="list-style-type: none"> a. Gate pass is issued to carrier when all documentation requirements have been completed including Customs clearance b. Documentation is checked, ensuring that all necessary signatures are on the prepared delivery sheets, confirming that container/cargo meet all requirements

Range Of Variables

PROCESS MOVEMENT OF CONTAINERS AND 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 or equipment, goods and vehicles d. Personnel in work areas 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 and 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	<ul style="list-style-type: none"> a. Occupational health and 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

PROCESS MOVEMENT OF CONTAINERS AND 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. Access and use computer data a.2. Locate, interpret and apply relevant container and cargo identification and content 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 a.6. Follow site and enterprise safety procedures
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, stacking plans and available stacking space] 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 offering 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 co-ordination
4. Resource implications	<ul style="list-style-type: none"> a. Containers/cargo for despatch or movement
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning 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 a.7. Interpreting organisational and statutory operating requirements b. Movement of containers/cargo is processed completing all required documentation 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 machinery, equipment capability and limitations c.5. Quality procedures (where existing) c.6. Security procedures 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	2	2	2

Unit TDT A5 97A CHECK AND EVALUATE RECORDS AND DOCUMENTATION

Field A Handling Cargo

DESCRIPTION:

This unit covers the checking and evaluation of records and documentation to ensure compliance with Statutory and Organisational requirements

ELEMENT	PERFORMANCE CRITERIA
1. Check documentation	<ul style="list-style-type: none">a. Documentation is checked to ensure its compliance with statutory and organisational requirementsb. Documentation is checked on a regular basis, and personnel responsible for documentation advised of deadlinesc. Systems for the maintenance of records comply with statutory and organisational requirements
2. Analyse and evaluate records	<ul style="list-style-type: none">a. Records are analysed to identify unexpected deviations from plans or possible future problems with plant and equipmentb. Advice is provided to appropriate personnel when problems are identifiedc. Security of records and documentation is maintained at all times with access being granted to authorised personnel

Range Of Variables

CHECK AND EVALUATE RECORDS AND DOCUMENTATION

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. Manifest, 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 and 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	<ul style="list-style-type: none"> a. Occupational health and 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

CHECK AND EVALUATE RECORDS AND 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. Follow operational safety requirements and site emergency procedures 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 and documentation to enterprise standard a.6. Select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.7. Check documentation and work within deadlines
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, loading/unloading plans and sequence sheets 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 can 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. Identification of container and goods coding, IMDG markings and where applicable Emergency Information Panels
4. Resource implications	<ul style="list-style-type: none"> a. Range of documents, records, statutory regulations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning 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. 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 A8 97A TRANSFER CARGO

Field A Handling Cargo

DESCRIPTION:

This unit covers the operations necessary for transferring goods

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for load transfer	<ul style="list-style-type: none">a. Load characteristics are identified to determine any special handling or equipment requirementsb. Location of load in yard and following transfer method is determinedc. Pathway for load transfer is established consistent with enterprise procedures noting obstacles and any particular safety precautionsd. Working area is prepared in accordance with the national standards, safety codes, and site operating procedurese. Personal protection equipment and other safety equipment assembledf. The safe working load (SWL) or Working Load Limit (WLL) is calculated using formulae for the particular type of lifting equipmentg. Lifting equipment is checked to determine safe working order for the transferh. Unsafe equipment is reported to appropriate personnel
2. Transfer cargo	<ul style="list-style-type: none">a. Cargo is steadied and secured using appropriate devicesb. Load is lifted and shifted safely following national standards, safety codes and site operating proceduresc. Load is transferred and set down ensuring no injury to personnel or damage to machinery or cargo
3. Complete Transfer	<ul style="list-style-type: none">a. Securing arrangements are released from load ensuring no injury to personnel or damage to machinery or cargob. Relevant documentation is completed including reporting of damaged cargo in accordance with enterprise reporting requirementsc. Equipment is returned to store and work area returned to normal working condition

Range Of Variables

TRANSFER 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 involved in Stevedoring
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	<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

TRANSFER CARGO

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to :</p> <p>a.1. locate, interpret and apply relevant information</p> <p>a.2. identify load characteristics and adjust transfer arrangements to suit</p> <p>a.3. plan load shifting incorporating enterprise requirements</p> <p>a.4. provide customer/client service and work effectively with others</p> <p>a.5. convey information in written and oral form</p> <p>a.6. maintain workplace records</p> <p>a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context</p> <p>a.8. follow the designated work plan for the job</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	<p>a. Displays in job role the use of underpinning knowledge and skills including :</p> <p>a.1. site layout</p> <p>a.2. focus of operation of work systems, equipment, management and site operating systems</p> <p>a.3. impact of job on enterprise and individual performance</p> <p>a.4. application of relevant industrial requirements</p> <p>a.5. relevant bond, quarantine or other legislative requirements</p> <p>a.6. identification and correct use of equipment, processes and procedures used within context of the job</p> <p>a.7. modifying activities dependant on differing workplace contexts, risk situations and environments</p> <p>a.8. estimation of size, shape and special requirements of loads</p> <p>a.9. identification of container and goods coding, IMDG markings and where applicable Emergency Information Panels</p> <p>a.10. eye hand coordination</p> <p>a.11. requirements for Safe Working Load (SWL) and Working Load Limit (WLL)</p>
4. Resource implications	<p>a. Range of lifting slings, ropes, cables and nets utilised in accordance with ship/wharf mechanical equipment</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when :</p> <p>a.1. establishing plans</p> <p>a.2. describing consequences</p> <p>a.3. completing tasks</p> <p>a.4. identifying improvements</p> <p>a.5. applying safety precautions relevant to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including :</p> <p>b.1. hazard policies and procedures including codes of practice</p> <p>b.2. issue resolution procedures</p> <p>b.3. job procedures and work instructions</p> <p>b.4. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</p> <p>b.5. quality assurance procedures (where existing)</p> <p>b.6. security procedures</p> <p>b.7. following recognised housekeeping processes</p> <p>b.8. waste, pollution and recycling management processes</p> <p>c. Action taken promptly- accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>d. Recognises and appropriately deals with 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
2	2	2	2	2	2	2

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	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. 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	a. 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

Unit TDT A32 98A ORGANISE TRANSPORT OF FREIGHT OR GOODS

Field A

Handling Stock

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

Unit TDT RB 05 98A DIAGNOSE AND RECTIFY MINOR FAULTS

Field B

Checking and maintenance

DESCRIPTION:

This unit covers the skills required to diagnose and repair minor faults on motive power units and/or rollingstock using hand tools. Repairing minor faults includes component exchange where necessary.

ELEMENT	PERFORMANCE CRITERIA
1. Identify maintenance/repair requirements	<ul style="list-style-type: none">a. Condition of rolling stock and/or motive power unit ancillary equipment is assessed.b. Faulty or damaged components or equipment are identified and assessed for component exchange or minor repair.c. Equipment and tools required are identified and obtained.d. Work area(s) and equipment are prepared and made safe for repair/maintenance/component exchange activities.
2. Conduct minor maintenance and routine repairs	<ul style="list-style-type: none">a. Minor repair/maintenance/component exchange are carried out to comply with the manufacturer's specifications and organisational procedures.b. Equipment, tools and materials required are operated, applied and handled to conform to OH&S requirements and manufacturer's specifications to prevent injury and damage.
3. Check and report minor repairs/maintenance	<ul style="list-style-type: none">a. Minor repair/maintenance/component exchange activities are checked for operational serviceability and safety.b. Repair/maintenance/component exchange activities are documented in appropriate records or log books.
4. Provide support	<ul style="list-style-type: none">a. Repairs/maintenance/component exchange activities requiring support are identified and level of support established.b. Assistance to repair/maintenance/component exchange activities is provided where required.c. Repair/maintenance/component exchange work not able to be undertaken or completed is reported to appropriate personnel for follow-up action.d. Work site is checked for cleanliness and operational safety and appropriate action taken to restore site and equipment.

Range Of Variables

DIAGNOSE AND RECTIFY MINOR FAULTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Motive power units and rolling stock to be checked and maintained may include all classes of locomotives, motive power units, rail cars and types of wagons in service within Australian rail systems. b. Work is performed under some supervision, generally within a team environment.
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night in all relevant weather conditions. b. Minor maintenance/repair component exchange may include: <ul style="list-style-type: none"> b.1. minor component change out b.2. diagnosing minor faults b.3. identifying correct lubricants b.4. identifying correct fuel and refuelling b.5. identifying correct solvents and cleaning fluids b.6. maintaining fluid and air pressures b.7. replacing faulty/damaged/worn equipment b.8. servicing and cleaning batteries b.9. inspecting wheels and ancillary equipment in cabin or on rollingstock c. Safety equipment may include: <ul style="list-style-type: none"> c.1. high visibility clothing c.2. end of train markers c.3. gloves c.4. sunscreen and sun glasses c.5. insect repellent c.6. safety headwear, mask and footwear c.7. portable radios c.8. hearing protection c.9. hand lamps c.10. flags c.11. hearing protection c.12. safety glasses c.13. safety devices
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Log books b. Computer recording systems c. Card systems d. Manufacturer's manuals e. Records for reporting results of inspection and testing f. OH&S legislation, codes of practice, policies and procedures are those which apply to site and repair work activities including use of safety and protective equipment
4. Workplace context may include	<ul style="list-style-type: none"> a. Regulations and standards may include: <ul style="list-style-type: none"> a.1. work instructions a.2. two way radio operation procedures a.3. organisational policies and procedures b. Work organisation policies and practices relating to rectifying minor faults.
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> a. Occupational Health and Safety legislation b. Environmental Protection Act c. Railways of Australia <i>Code of Practice and Conditions for the Carriage of Dangerous Goods</i>

Evidence Guide

DIAGNOSE AND RECTIFY MINOR FAULTS

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. Operate safely a.2. Interpret and communicate operational information a.3. Plan and conduct diagnosis and rectification of minor faults a.4. Complete relevant 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 the job role for persons carrying out diagnosis and rectification of minor faults on trains.
3. Required knowledge and skills	<ul style="list-style-type: none"> a. OH&S legislation, codes of practice, policies and procedures b. Manufacturer's equipment manuals and operating instructions c. Fault diagnosis d. Hazardous substances or materials e. Organisational documentation procedures f. Correct use and safe operation of tools and equipment g. Organisational component and material supply system h. Diagnosing faults i. Interpreting and applying technical information j. Operating hand tools correctly and safely k. Following maintenance procedures and instructions l. Working as part of a team m. Working efficiently and accurately n. Problem solving
4. Resource implications	<ul style="list-style-type: none"> b. Access is required to minor repair situations in real or appropriately simulated environments.
5. Consistency in performance	<ul style="list-style-type: none"> f. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> f.1. completing tasks f.2. identifying improvements f.3. applying safety precautions relevant to the task f.4. assessing operational capability of equipment used and work processes selected 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. issue resolution procedures g.3. job procedures and work instructions g.4. relevant guidelines relating to the use of machinery and equipment capability and limitations g.5. quality procedures (where existing) g.6. security procedures g.7. following enterprise housekeeping processes g.8. waste, pollution and recycling management processes h. Action taken promptly, accidents and incidents reported in accordance with Statutory requirements and 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 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 an appropriately simulated environment b. Competence should be demonstrated under normal working conditions for a range of typical train minor repair activities as determined by the organisation

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 RB 11 98A MAINTAIN AND USE BASIC HANDTOOLS

Field B

Equipment Checking and Maintenance

DESCRIPTION:

This unit covers the skills required to select and use the correct hand tool for a job, maintain basic hand tools and secure and store hand tools according to safety, organisation and manufacturers specifications.

ELEMENT	PERFORMANCE CRITERIA
1. Select and use hand tools	a. Correct tools for work to be carried out are chosen to ensure efficient and safe working conditions. b. Appropriate personal safety protection is used to minimise the risk of personal injury.
2. Maintain basic hand tools	a. Equipment is cleaned and maintained in accordance with manufacturers specifications and/or local instructions to ensure correct functionality of equipment. b. Any unserviceable tools are repaired, replaced or reported to relevant personnel to ensure correct functionality.
3. Secure and store hand tools	a. Tools are transported in a safe, secure, efficient manner to minimise risk of injury to personnel and damage to equipment. b. Tools are stored and secured according to manufacturers or organisational procedures to prevent damage to, and losses of, equipment.

Range Of Variables

MAINTAIN AND USE BASIC HAND TOOLS

VARIABLE	SCOPE
1. General context	a. Work is performed under some supervision, generally within a team environment
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. Equipment may include: <ul style="list-style-type: none"> d.1. mechanical handling/lifting equipment d.2. basic hand tools e. Materials may include: <ul style="list-style-type: none"> e.1. servicing materials such as lubricants e.2. bi-products associated with using tools, eg nails, screws etc.
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Use and maintenance of basic hand tools may be obtained from: <ul style="list-style-type: none"> a.1. works orders a.2. organisation personnel a.3. manufacturers specifications
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices relevant to use and maintenance of basic hand tools. 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 c. Contingency processes may involve: <ul style="list-style-type: none"> c.1. personal injury c.2. tool malfunction d. Operators of mechanised equipment must have undertaken training and where appropriate, hold the relevant license, permit or certificate and be recognised as competent for the class of machinery being used. e. Regulations/standards include safe working regulations, workplace regulations, quality improvements, QA plans, data and document control, workplace OHS, technical instructions.
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> a. Occupational Health & Safety legislation regarding use of hand tools b. Environmental Protection Act c. Australian Standards

Evidence Guide

MAINTAIN AND USE BASIC HAND TOOLS

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 and use hand tools correctly, relevant to job requirements a.2. maintain hand tools to specifications of organisation and manufacturer a.3. secure and store hand tools correctly a.4. select and appropriately use protective clothing 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> <ul style="list-style-type: none"> a.1. Plan work requirements a.2. Clean up worksite a.3. Arrange track protection a.4. Participate in a team to achieve designated tasks a.5. Apply workplace health and safety procedures
3. Required knowledge and skills	<p>a. Displays in job role knowledge and skills including:</p> <ul style="list-style-type: none"> a.1. ability to use hand tools according to job requirements, manufacturer's specifications and workplace safety guidelines a.2. ability to obtain train information to contribute to a safe work site a.3. ability to follow workplace health and safety practices and procedures a.4. maintain hand tools according to guidelines and procedures
4. Resource implications	<p>a. Access to variety of hand tools, safety guidelines relating to each tool, job requirements, maintenance equipment, storage facilities, relevant personnel and management.</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	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	1	2	1	1	1

DESCRIPTION:

This unit covers the skills required to use minor mechanical equipment and hand tools following safety procedures, and maintain equipment according to manufacturer's and organisation guidelines.

ELEMENT	PERFORMANCE CRITERIA
1. Carry out pre-operation checks	<ul style="list-style-type: none"> a. Pre-operational checks are conducted to manufacturers specifications to ensure optimum functionality of equipment. b. Necessary adjustments to equipment are made to ensure efficient operation, according to manufacturer's instructions. c. Faulty equipment is reported to relevant person to ensure equipment is safe and effective to use.
2. Operate mechanical equipment	<ul style="list-style-type: none"> a. Equipment is operated in accordance with manufacturer's or organisation operating instructions to ensure safe and effective operation. b. Appropriate personal safety protection is used to minimise the risk of injury to operator. c. Work operational hazards are eliminated or controlled appropriately when using equipment to ensure safe working conditions. d. Assisting personnel are given clear instructions about their duties if required to ensure safe and effective working conditions
3. Conduct routine maintenance	<ul style="list-style-type: none"> a. Equipment is cleaned and maintained in accordance with manufacturers specifications to ensure optimum functionality. b. Detailed and accurate records are maintained according to organisation procedures.
4. Secure and store	<ul style="list-style-type: none"> a. Equipment is handled and transported in a safe, secure, efficient manner to minimise risk of injury to personnel and damage to equipment. b. Equipment is stored and secured according to manufacturers or organisational procedures to prevent damage and losses of equipment.

Range Of Variables

USE AND MAINTAIN MINOR MECHANICAL EQUIPMENT

VARIABLE	SCOPE
1. General context	a. Work is performed under minimal supervision, generally within a team environment.
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. Equipment may include: <ul style="list-style-type: none"> d.1. mechanical handling/lifting equipment d.2. basic hand tools d.3. small plant such as motorised borers and saws e. Materials may include: <ul style="list-style-type: none"> e.1. servicing materials such as lubricants e.2. byproducts associated with using tools eg: nails, screws etc.
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Use and maintenance of minor equipment may be obtained from: <ul style="list-style-type: none"> a.1. works orders a.2. organisation personnel a.3. manufacturers specifications
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices relevant to use and maintenance of minor mechanical equipment. 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 c. Contingency processes may involve: <ul style="list-style-type: none"> c.1. personal injury c.2. tool malfunction d. Operators of mechanised equipment must have undertaken training and where appropriate, hold the relevant license, permit or certificate and be recognised as competent for the class of machinery being used. e. Regulations/standards include safe working regulations, workplace regulations, quality improvements, QA plans, data and document control, workplace OHS, technical instructions.
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> a. Occupational Health & Safety legislation regarding use of minor equipment including hand tools b. Environmental Protection Act c. Australian Standards

Evidence Guide

USE AND MAINTAIN MINOR MECHANICAL 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. carry out pre-operational checks correctly a.2. identify faulty equipment quickly and accurately a.3. operate equipment correctly according to manufacturer's or organisation guidelines a.4. control operating environment efficiently a.5. use appropriate safety equipment a.6. maintain and clean equipment to specifications of organisation and manufacturer a.7. transport and store equipment correctly a.8. select and appropriately use protective clothing a.9. locate, interpret and apply relevant information a.10. work effectively with others a.11. maintain workplace records a.12. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.13. 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> <ul style="list-style-type: none"> a.1. Plan work requirements a.2. Arrange track protection a.3. Participate in a team to achieve designated tasks a.4. Apply workplace health and safety procedures
3. Required knowledge and skills	<p>a. Displays in job role knowledge and skills including:</p> <ul style="list-style-type: none"> a.1. use basic mechanical equipment according to job requirements, manufacturer's specifications and workplace safety guidelines a.2. ability to obtain train information to contribute to a safe work site a.3. ability to follow workplace health and safety practices and procedures a.4. maintain basic mechanical equipment according to guidelines and procedures
4. Resource implications	<p>a. Access to variety of equipment, safety guidelines relating to each tool, job requirements, maintenance equipment, storage facilities, relevant personnel and management.</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	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	1	2	2	1	2

Unit TDT B1 97A CHECK AND ASSESS OPERATIONAL CAPABILITY OF EQUIPMENT

Field B Equipment Checking and Maintenance

DESCRIPTION:

This unit relates to the responsibility of all equipment operators to ensure the safe and operational effectiveness of the equipment they operate. This unit will be endorsed for the particular equipment where the employee is competent

ELEMENT	PERFORMANCE CRITERIA
1. Inspect equipment and work area	a. Equipment is inspected prior to start-up in accordance with enterprise pre-operational functional safety check procedures and manufacturer's specifications to ensure it is free from damage, leaks and obstructions that may limit operational capability
2. Check equipment operational capability	a. Equipment and components are tested after start-up in accordance with manufacturer's specifications and enterprise procedures b. Warning systems are all checked for operational effectiveness
3. Identify and assess impact faults on work requirements	a. Faults are identified and assessment made of the potential effect on the operation of the equipment for the required work b. Faults that may affect the safe operation of the equipment are reported to the appropriate personnel for rectification
4. Record and report results of inspection and testing	a. Accurate reporting of the results of the inspection and testing is kept in accordance with Statutory requirements, enterprise policy and industry guidelines b. Records are clear, unambiguous and concisely kept in accordance with enterprise policy c. Clear reference is made to any items which may affect the future safety of the equipment

Range Of Variables

CHECK AND ASSESS OPERATIONAL CAPABILITY OF 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 involved in Stevedoring e. Safety checks and equipment tests are performed under limited supervision and at work location. f. Safety checks may be performed on: <ul style="list-style-type: none"> f.1. light and heavy forklifts f.2. straddle carriers f.3. front end loaders f.4. rear skid loaders(bobcat) f.5. bulldozers f.6. excavators f.7. shipboard cranes/derricks f.8. bridge and gantry cranes f.9. internal transfer vehicles f.10. mobile non slewing crane(reach stacker) wharf crane f.11. mobile slewing cranes g. This unit will be endorsed for the particular equipment.
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	<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

CHECK AND ASSESS OPERATIONAL CAPABILITY OF EQUIPMENT

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to b. Locate, interpret and apply relevant information c. Conduct of the operation for the following (where applicable) d. Visual checks: <ul style="list-style-type: none"> d.1. pressure over/under specification d.2. fluid leaks d.3. temperature over/under specifications d.4. cracks, surface or structural faults or other damage d.5. tightness of bolts, fixtures and fittings within specs e. Operate equipment through required range: <ul style="list-style-type: none"> e.1. warning devices e.2. operating lights or audible cues e.3. braking and transmission systems e.4. lifting devices e.5. steering and suspension systems e.6. isolation switches and shut down systems e.7. mechanical, electrical, electronic, hydraulic or pneumatic components e.8. windscreen wipers e.9. Check seat positions, seat belts, mirror positions e.10. Explain and report implications on safe and effective work of defects found f. Record results of pre-operation tests including: <ul style="list-style-type: none"> f.1. details of faulty equipment or specific components f.2. action taken f.3. results of testing f.4. details of repair and maintenance work to be undertaken
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. operational safety requirements a.2. use characteristics, capabilities and limitations of the equipment a.3. organisational operating procedures a.4. use of relevant tools and equipment a.5. identification of non-conformity to requirements which may comprise operational capability a.6. access, assess, interpret and apply technical information a.7. locating appropriate personnel supervisory or maintenance personnel
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 a.2. workplace or industry information on pre-operational checks a.3. tools and equipment for checking a.4. relevant load shifting equipment
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 Codes of Practice: emergency, fire and accident procedures b.2. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items c. Operational checks reveal faults that may comprise safe and effective use of equipment. Checks that sequences are logical and meet workplace requirements d. Maintains records within workplace procedures e. Work completed systematically with attention to detail and 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	1	1	1	1	1

Unit TDT B2 97A TEST EQUIPMENT AND ISOLATE FAULTS

Field B Equipment Checking and Maintenance

DESCRIPTION:

This requires the application of planning, technical knowledge and skills to the checking and isolation of faults and reporting on the status of equipment

ELEMENT	PERFORMANCE CRITERIA
1. Identify Scope of Operational Check	<ul style="list-style-type: none">a. Physical condition of equipment is observedb. Test procedures and parameters are identified in accordance with workplace procedures and manufacturers' specificationsc. Preliminary observations recordedd. Test procedures are discussed with appropriate staff and necessary permission obtained
2. Plan Operational Checks	<ul style="list-style-type: none">a. Specifications and notes from preliminary observations are checked and areas to be clarified are identifiedb. Sequence of tests are planned noting areas where results and observations should be recordedc. Safe area for testing identifiedd. Arrangements made for any additional resources (including staff)
3. Check Unit Through Full Operating Range	<ul style="list-style-type: none">a. Test is undertaken observing relevant safety and operational requirementsb. Results recorded and findings confirmed
4. Isolate Fault and/or Formulate Recommendations	<ul style="list-style-type: none">a. Impact of fault on work schedule is identifiedb. Proposals for equipment repair are recorded based on faults found, cost/time implications and workplace approval systemsc. Report explained to relevant workplace personnel including any options and recommendationsd. Parts are procured and/or repairs undertaken in accordance with enterprise procedures

Range Of Variables

TEST EQUIPMENT AND ISOLATE FAULTS

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 involved in Stevedoring
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

TEST EQUIPMENT AND ISOLATE FAULTS

1. Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to</p> <ol style="list-style-type: none"> test for faults and recommend repairs or replacements based on cost and time effectiveness locate, interpret and apply relevant information provide customer/client service and work effectively with others convey information in written and oral form maintain workplace records
2. Interdependent assessment of units	<ol style="list-style-type: none"> This unit of competency may be assessed in conjunction with other units that form part of a job role or function the pre-requisite for this unit is <i>Check and Assess Operational Capability of Equipment</i>
3. Required knowledge and skills	<ol style="list-style-type: none"> Displays the following knowledge and skills in terms of job role or function: <ol style="list-style-type: none"> site layout focus of operation of work systems, equipment, management and site operating systems relationships and requirements of work and operating systems in respect of related systems application of relevant industrial requirements identification and correct use of equipment, processes and procedures used design of test procedures use of on equipment test systems and warning devices visual, manipulative and aural observations use of meters and gauges; tools and equipment prediction of most cost/time effective rectification procedures the application of mechanical, hydraulic, electrical and electronic principles characteristics of the materials used in the system being tested classification of systems types and identification of system components
4. Resource implications	<ol style="list-style-type: none"> Access to potentially faulty equipment, workplace policies and procedures, regulations (where applicable) and manufacturers information
5. Consistency in performance	<ol style="list-style-type: none"> Applies knowledge and skills when: <ol style="list-style-type: none"> establishing plans describing consequences completing tasks identifying improvements applying safety precautions relevant to the task Shows evidence of application of relevant workplace procedures including: <ol style="list-style-type: none"> hazard policies and procedures including Codes of Practice issue resolution procedures job procedures and work instructions relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items quality assurance procedures (where existing) security procedures following recognised housekeeping processes waste, pollution and recycling management processes Action taken promptly- accidents and incidents reported in accordance with Statutory requirements and according to 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
6. Context for assessment	<ol style="list-style-type: none"> 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	2	2	2	2	3

Unit TDT D1 97A SHIFT MATERIALS SAFELY

Field D

Load Handling

DESCRIPTION:

This unit applies to employees who are required 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 identified b. Locations for storage determined and potential routes to be followed identified c. Effect of load relocation on original load base in predicted d. Points of balance estimated e. Required clearances compared to available space and adjustments made f. Effects of moving contents which may be loose, liquid, dangerous or hazardous are considered g. Potential risks in route(s) which may be followed are considered h. Risks to self are identified arising from the required lifting, load carrying, set down or movement of the goods i. Manual handling procedures for lifting, lowering and carrying, pushing and pulling are identified j. 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 handling b. Process for relocating load proposed including predicting and planning for potential difficulties c. 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 used b. Applications appropriate for team relocation of load are identified c. Team lifting tasks are co-ordinated d. Planned process and route are followed e. Relocated materials are set down without damage to goods, personnel or equipment and checked for stability f. 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 involved in Stevedoring 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 MATERIAL SAFELY

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 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	<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 and obstacles a.2. identification of manual handling risks, the load on the spine, controlled actions on a movements, 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	<p>a. Access to loads to be shifted and others to assist in the load shifting process</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. Goods are shifted with no damage to self, others or the goods.</p> <p>c. Shows evidence of application of relevant workplace procedures including:</p> <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 <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>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:

This unit of competency applies to employees required 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 manufactures 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 involved in Stevedoring
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: <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 b.1.3. industry standards according to the nature of the task b.1.4. 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	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 <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 b. Environment may include <ul style="list-style-type: none"> b.1. movement of equipment, b.2. good b.3. materials and vehicular traffic c. Hazards may include: <ul style="list-style-type: none"> c.1. hazardous or dangerous materials c.2. service lines c.3. contamination of, or from, materials being handled c.4. spills, leakages, ruptures c.5. noise, light, energy sources c.6. dust / vapours c.7. stationary and moving machinery, parts or components d. 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 e. Requirements for work may include: <ul style="list-style-type: none"> e.1. site restrictions and procedures e.2. additional gear and equipment e.3. use of safety and personal protection equipment e.4. noise restrictions e.5. communications equipment e.6. hours of operation e.7. specialised lifting and/or handling equipment e.8. authorities and permits e.9. incident breakdown procedures e.10. Consultative processes may involve: <ul style="list-style-type: none"> e.11. other employees and supervisors e.12. suppliers, potential customers and existing clients e.13. management and union representatives e.14. 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 ship	<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 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 involved in Stevedoring
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	<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 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	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	<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. 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	a. Access to loads to be loaded/unloaded, goods and appropriate spaces for loading and unloading operations
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 a.6. assessing operational capability of equipment used and work processes selected <p>b. Loads are packed/unpacked to make safe and effective use of available spaces</p> <p>c. Goods receiving special handling and/or documentation are identified and appropriate procedures followed</p> <p>d. Relocated material is restacked appropriate for the transport method, safe height, weight loading, size and crushability of the goods</p> <p>e. Shows evidence of application of relevant workplace procedures including:</p> <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 <p>f. Action taken promptly- accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>g. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>h. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. 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
1	1	2	1	2	2	2

Unit TDT D6 97A TRANSFER CONTAINERS/CARGO USING HEAVY EQUIPMENT

Field D

Load Handling

DESCRIPTION:

This unit covers the transfer of goods using specialised heavy load shifting equipment and is to be endorsed specifying the relevant equipment

ELEMENT	PERFORMANCE CRITERIA
1. Plan work for the current working conditions	<ul style="list-style-type: none"> a. Traffic flow and work area conditions are constantly assessed and anticipated to allow safe operation to ensure no injury to people, or damage to equipment, loads or facilities b. Characteristics of the load are taken into account to ensure that where applicable, appropriate attachments are used to transport the load c. Any occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel
2. Use controls and equipment operating systems to manage movement of the unit and accessory operations	<ul style="list-style-type: none"> a. Equipment is prepared and appropriate attachment fitted (where required) b. Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and starting engine c. Engine is started in accordance with manufacturer's guidelines to bring the engine to speed d. Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturer's specifications and enterprise safety requirements e. Engine power is managed for efficiency of equipment movement and economy of equipment operations f. Equipment operations are conducted within manufacturer's specified torque range g. Any faults or damage to equipment are immediately reported to the appropriate personnel
3. Locate load and identify load characteristics.	<ul style="list-style-type: none"> a. Load is located and identified according to instructions b. Loading and unloading plans are followed to ensure efficiency and safety of operations c. Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed d. Hazardous cargo is identified and relevant procedures are taken into account when planning and conducting the work e. Load weight and dimensions are within the capacity of the equipment
4. Move materials and loads	<ul style="list-style-type: none"> a. Equipment is manoeuvred and positioned using smooth and controlled movements b. Manoeuvres are within the limits of the equipment and in line with manufacturer's specifications c. Materials are moved ensuring no injury to personnel or damage to equipment or cargo
5. 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 understood and acted upon in accordance with Statutory Authority Regulations, manufacturer's guidelines and site operating procedures c. Control faults are identified and reported in accordance with enterprise guidelines
6. Stop, park and secure equipment	<ul style="list-style-type: none"> a. Equipment is brought to a controlled halt within manufacturer's guidelines and parked without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures b. Equipment is secured on a flat even surface and not close to doorways, aisles, access-ways or blind corners and in accordance with securing procedures for the appropriate equipment

Range Of Variables

TRANSFER CONTAINERS/CARGO USING HEAVY 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 involved in Stevedoring
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, or even or uneven wet or dry surfaces c. Range of equipment may include heavy forklifts, reach stackers, excavators, front-end loaders, bulldozers, straddle carriers and shipboard/wharf cranes, bridge and gantry cranes, rear skid loaders and portal boom cranes d. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles e. 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 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

TRANSFER CONTAINERS/CARGO USING HEAVY 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. 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. loads are shifted safely, equipment used appropriately.
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 requirements a.5. identification and correct use of equipment, processes and procedures used within context of the job a.6. use balance points and estimation of weights in setting up loads to be shifted a.7. eye hand coordination
4. Resource implications	<p>a. Range of specialised equipment as defined in the Range of Variables</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. Shows evidence of application of relevant workplace procedures including:</p> <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 including the tagging of unserviceable or damaged items b.5. quality assurance procedures (where existing) b.6. security procedures <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>

1

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 D7 97A PREPARE CARGO FOR TRANSFER WITH SLINGS

Field D

Load Handling

DESCRIPTION:

This unit covers the preparations necessary for transferring cargo using slings on the waterfront

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for transfer of cargo	<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 enterprise proceduresc. Correct protective equipment is identified and worn
2. Calculate Safe Working Load (SWL) or Working Load Limit (WLL) of slings and loads	<ul style="list-style-type: none">a. Safe Working Load (SWL) or Working Load Limit (WLL) is calculated using standardised formulae for different types of lifting cablesb. Lifting equipment is checked to determine the safe working load.c. Fibre Ropes, Wire Ropes, Chains or Webbing Sling are checked for conformity with safety equipment
3. Sling cargo and unslung cargo	<ul style="list-style-type: none">a. Cargo is slung/unslung in accordance with national standards, safety codes and site operating proceduresb. Correct securing devices are identified and usedc. Load is steadied by tag lines as requiredd. Damaged cargo is identified and reported in accordance with enterprise procedurese. Slings attachments are released from load ensuring no injury to personnel or damage to machinery or cargo
4. Strap and Unstrap Goods	<ul style="list-style-type: none">a. Cargo is strapped and unstrapped in accordance with national standards, safety codes and site operating proceduresb. Mechanical strapping equipment is used in accordance with manufacturer's instructionsc. Damaged cargo is identified and reported in accordance with enterprise reporting proceduresd. Strapping arrangements are secured/released to/from load ensuring no injury to personnel or damage to machinery or cargo

Range Of Variables

PREPARE CARGO FOR TRANSFER WITH SLINGS

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 involved in Stevedoring
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

PREPARE CARGO FOR TRANSFER WITH SLINGS

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 appropriate points for locations of slings a.2. sling goods safely and set down without damage a.3. locate, interpret and apply relevant information a.4. provide customer/client service and work effectively with others a.5. convey information in written and oral form a.6. maintain workplace records a.7. use workplace colloquial and technical language and communication technologies in the workplace context
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, 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. requirements for Safe Working Load (SWL) or Working Load Limit (WLL)
4. Resource implications	<p>a. Range of lifting slings, ropes, cables and nets</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. Shows evidence of application of relevant workplace procedures including:</p> <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 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 <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
2	2	2	2	2	2	2

DESCRIPTION:

This unit covers hatch functions and/or supervisory functions in relation to directions given to crane drivers

ELEMENT	PERFORMANCE CRITERIA
1. Perform check of work area	a. The work area is checked ensuring that the area is in accordance with relevant safety codes and national standards b. Unsafe work areas are identified and reported to appropriate personnel
2. Perform check of cargo	a. Cargo/containers are checked ensuring they are safe to handle in accordance with national standards and industry safety codes b. Unsafe or damaged cargo is identified and reported to appropriate personnel
3. Receive and interpret directions	a. Directions are received using a variety of communication media b. Directions are interpreted ensuring any unclear instructions are checked and confirmed with the operations supervisor
4. Anticipate cargo transfer sequence	a. Cargo transfer sequence is anticipated ensuring compliance with operating procedures and safe and efficient transfer operations b. Cargo sequence is anticipated by referral to ship's stowage plans
5. Direct crane operators and transfer loads	a. Crane operators are directed to work locations to ensure that cargo/containers are transferred in accordance with: <ul style="list-style-type: none"> – Prepared work priorities – Site operating procedures – Safe and efficient operations b. Communications with crane operators is maintained ensuring directions are understood

Range Of Variables

DIRECT CRANE DRIVERS

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 involved in Stevedoring
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. Surface condition of the work area f. Stacking area g. Degree of visibility h. Weather conditions i. Other traffic j. Obstacles k. Site and nature of loads l. Ship movement m. Tidal movement
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	<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

DIRECT CRANE DRIVERS

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 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
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. 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	<p>a. Range of communication methods and instructions to be transmitted</p>
5. Consistency in performance	<p>a. Applies underpinning 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 a.6. 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. 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 machinery and equipment capability and limitations, tagging of unserviceable or damaged items b.5. quality procedures (where existing) b.6. security procedures b.7. following enterprise housekeeping processes b.8. waste, pollution and recycling management 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
2	2	2	2	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 manufacturers 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, shutdown 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 involved in Stevedoring
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 strddel 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	<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 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	<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, 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	<p>a. Access to forklifts, attachments where appropriate and load to be shifted</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. Follows company and regulatory requirements for forklifts in all operations</p> <p>c. Loads safely and economically lifted, shifted and located without damage to equipment</p> <p>d. Relocated material is restacked appropriately for the transport method, safe height, weight loading, size and crushability of the goods</p> <p>e. Shows evidence of application of relevant workplace procedures including:</p> <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 <p>f. Action taken promptly- accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>g. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>h. 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	1	2	1	2	2	2

Unit TDT D11 97A CONDUCT ADVANCED FORKLIFT OPERATIONS

Field D Load Handling

DESCRIPTION:

This unit applies to employees required to 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 operationsb. Work area is checked for overhead obstructions and proximity to service delivery linesc. Barriers or warning signs are erected in areas subject to passing trafficd. Attachments and platforms are securely fixed to carriage or tinese. 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 characteristicsb. Appropriate specialised equipment selectedc. Existing attachments removed and stored according to workplace proceduresd. Specialised equipment fitted according to manufacturer's instructions and workplace procedurese. 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 operationsb. Load is lifted, carried and set down in accordance with workplace and manufacturer's procedures and legislative requirementsc. Documentation is completed reporting any damage or faults to goods or equipmentd. 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"> a. Operations conducted by day or night b. Work may be conducted in restricted spaces or exposed conditions or controlled or open environments, or even on uneven, wet or dry surfaces c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Personnel in work area may include company personnel, site visitors, contractors, official representatives e. The use of range of attachments: <ul style="list-style-type: none"> e.1. Spikes e.2. Drum carriers e.3. Bale carriers e.4. Tines e.5. Personnel carriers e.6. Hight reaching e.7. Pantograph e.8. Jibs e.9. Paper clamps e.10. Hooks e.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 operating forklifts
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 D12 97A OPERATE SPECIALISED LOAD SHIFTING EQUIPMENT

Field D Load Handling

DESCRIPTION:

This unit covers the transfer of goods using specialised load shifting equipment and is to be endorsed specifying the relevant equipment

ELEMENT	PERFORMANCE CRITERIA
1. Plan work for the current working conditions	<ul style="list-style-type: none"> a. Traffic flow and work area conditions are constantly assessed and anticipated to allow safe operation to ensure no injury to people, or damage to equipment, loads or facilities b. Characteristics of the load are taken into account to ensure that where applicable, appropriate attachments are used to transport the load c. Any occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel
2. Use controls and equipment operating systems to manage movement of the unit and accessory operations	<ul style="list-style-type: none"> a. Equipment is prepared and any appropriate attachment fitted b. Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and starting engine c. Engine is started in accordance with manufacturer's guidelines to bring the engine to speed d. Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturer's specifications and enterprise safety requirements e. Engine power is managed for efficiency of equipment movement and economy of equipment operations f. Equipment operations are conducted within manufacturer's specified torque range g. Any faults or damage to equipment are immediately reported to the appropriate personnel
3. Locate load and identify load characteristics	<ul style="list-style-type: none"> a. Load is located and identified according to instructions b. Loading and unloading plans are followed to ensure efficiency and safety of operations c. Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed d. Hazardous goods are identified and relevant procedures are taken into account when planning and conducting the work e. Load weight and dimensions are within the capacity of the equipment
4. Move materials and loads	<ul style="list-style-type: none"> a. Equipment is manoeuvred and positioned using smooth and controlled movements b. Manoeuvres are within the limits of the equipment and in line with manufacturer's specifications c. Materials are moved ensuring no injury to personnel or damage to equipment or goods
5. 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 understood and acted upon in accordance with Statutory Authority Regulations, manufacturer's guidelines and site operating procedures c. Control faults are identified and reported in accordance with company guidelines
6. Stop, park and secure equipment	<ul style="list-style-type: none"> a. Equipment is brought to a controlled halt within manufacturer's guidelines b. Equipment is parked without injury to personnel or damage to equipment, loads or facilities in accordance with company procedures c. Equipment is secured on a flat even surface and not close to doorways, aisles, access-ways or blind corners and in accordance with securing procedures for the appropriate equipment

Range Of Variables

OPERATE SPECIALISED LOAD SHIFTING EQUIPMENT

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
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Work may be conducted in restricted spaces or exposed conditions or controlled or open environments, or even on uneven, wet or dry surfaces c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Equipment may include: <ul style="list-style-type: none"> d.1. Heavy forklifts d.2. Reach stackers d.3. Excavators d.4. Front-end loaders d.5. Bulldozers d.6. Straddle Carriers d.7. Shipboard/Wharf Cranes d.8. Bridge and Gantry Cranes e. This unit will be endorsed for the particular equipment
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"> d. Work organisation procedures and practices e. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> e.1. workplace agreements and awards e.2. occupational health & safety e.3. State, Federal or Territory Legislation f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. staff members f.2. management f.3. union representatives f.4. industrial relations, Occupational Health and Safety specialists f.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 SPECIALISED LOAD SHIFTING 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. 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 a.6. Loads are shifted safely, equipment used appropriately
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction check operational status of equipment and 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 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 balance points and estimation of weights in setting up loads to be shifted
4. Resource implications	<ul style="list-style-type: none"> a. Specialised equipment
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 including the tagging of unserviceable or damaged items b.5. quality assurance procedures (where existing) b.6. security procedures 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

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 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 D22 98A CONDUCT WEIGHBRIDGE OPERATIONS

Field D

Load Handling

DESCRIPTION:

Skills and knowledge required to weigh and record commodity loads

ELEMENT	PERFORMANCE CRITERIA
5. Set up for weighbridge operations	<ul style="list-style-type: none"> e. Weighbridge systems, including equipment, computer and recording arrangements are checked for operational status f. Tests to confirm accuracy of weighbridge operation and related functions are conducted in accordance with enterprise procedures, manufacturers instructions and relevant legislation g. Accurate reporting of the results of the inspection and testing is kept in accordance with statutory requirements, enterprise policy and industry guidelines h. Faults/discrepancies in weighbridge operation are identified and action undertaken in accordance with enterprise procedures
6. Weigh loaded vehicles	<ul style="list-style-type: none"> h. Vehicles likely to exceed weighbridge weight limit are turned away i. Vehicles are directed onto platform to obtain accurate weight j. Weight of loaded stationary vehicle is registered against vehicle and load identification k. Vehicle and load information is entered into enterprise recording system and driver issued with receipt and/or statement l. Areas of dispute are resolved or forwarded for further action undertaken in accordance with enterprise procedures
7. Weigh unloaded vehicles	<ul style="list-style-type: none"> c. Vehicles are directed onto platform to obtain accurate weight d. Weight of unloaded stationary vehicle is registered against vehicle e. Proposed load weight is assessed for conformance to statutory requirements f. Where appropriate, loading operations are commenced in accordance with legal loading weight, customer requirements and enterprise procedures with vehicle re-weighed to establish final load weight g. Vehicle and load information is entered into enterprise recording system and invoice issued to driver where appropriate h. Driver signatures on weighbridge documents, invoices or receipts are obtained in accordance with statutory and enterprise requirements i. Areas of dispute are resolved or forwarded for further action undertaken in accordance with enterprise procedures
8. Complete weighbridge operations	<ul style="list-style-type: none"> f. Weighbridge systems, including equipment, computer and recording arrangements are secured or made ready for next shift g. Record of operations are maintained and filed in accordance with enterprise procedures and statutory requirements

Range of Variables

CONDUCT WEIGHBRIDGE OPERATIONS

VARIABLE	SCOPE
6. Workplace 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 involved in Transport, Distribution and related industries 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/recording equipment f.4. authorities and permits f.5. 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. drivers g.4. management and union representatives g.5. Occupational Health and Safety specialists g.6. maintenance, professional or technical staff
7. Sources of information / documents may include	<ul style="list-style-type: none"> a. Operations manuals, job specifications and procedures b. Induction documentation c. Competency standards and training materials d. Manufacturer's specifications and instructions e. 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. Occupational health & safety procedures k. Weights and measures regulations l. Dangerous goods and hazardous substances m. Environment Protection Legislation n. Traffic Acts o. Standards and certification requirements p. Quality assurance procedures q. Emergency procedures
8. Unit specific factors	<ul style="list-style-type: none"> l. Weighbridge operation may be electro/mechanical, electronic or computerised m. Calibration and/or testing of equipment may be required prior to and during operations n. Vehicles may include trucks, articulated road vehicles, trailers and wagons o. Weighbridge operations may be inclusive of a single operation involving the loading of vehicles and dispatch functions

Evidence Guide

CONDUCT WEIGHBRIDGE 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. assess operational status of weighbridge and related components a.2. load weighing operations for a range of vehicles on intake and outload a.3. identify faults in operation of equipment a.4. perform allowable adjustments to equipment a.5. estimate weight and dimensions of load a.6. select appropriate equipment and work systems a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information a.9. 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. classification procedures a.4. dispatch procedures a.5. calculation method and approaches for both metric and imperial systems a.6. correct weighing procedures including statutory and enterprise requirements a.7. identification and correct use of equipment, processes and procedures a.8. planning own work including predicting consequences and identifying improvements a.9. computer skills
4. Resource implications	<ul style="list-style-type: none"> c. Access to weighbridge and related equipment, enterprise procedures and statutory requirements d. Access to a range of vehicles e. Loading and dispatch systems where appropriate
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 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	1	1

DESCRIPTION:

This unit covers the skills required to record information for both the delivery of booked freight and clearance of freight.

ELEMENT	PERFORMANCE CRITERIA
5. Record freight receipt	<ul style="list-style-type: none"> c. Freight is identified and consignment/cartnote details are confirmed d. Documentation is appropriately actioned following company procedures and legislative requirements, e. Dangerous goods are identified and appropriate documentation prepared and attached following company procedures and legislative requirements f. Freight information is recorded on company freight tracking system g. Freight is directed for loading or storage as indicated by documentation.
6. Record freight dispatch	<ul style="list-style-type: none"> c. Documentation for freight dispatch is checked, verified and forwarded in accordance with company procedures d. Loads not cleared due to incorrect documentation are handled for resolution according to company procedures.

Range Of Variables

MAINTAIN FREIGHT RECORDS

VARIABLE	SCOPE
1. General context	c. Work is performed under some supervision, generally within a team environment
6. Worksite environment may include	<ul style="list-style-type: none"> c. Operations conducted by day or night d. Work conducted in restricted spaces or exposed conditions or controlled or open environments e. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles d. Equipment may include all forms of freight e. Freight tracking system include manual and computer based tracking systems
7. Sources of information/documents may include	<ul style="list-style-type: none"> a. Freight documentation includes data provided on paper and in electronic form relating to freight movement including: <ul style="list-style-type: none"> a.1. cartnotes a.2. delivery noted a.3. internal documentation used for freight tracking a.4. special clearances a.5. consignment notes a.6. dangerous goods certificates a.7. authorised weighbridge certificates a.8. list of contents
8. Workplace context may include	<ul style="list-style-type: none"> f. Work organisation 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. State, Federal or Territory Legislation
9. Applicable State/ Territory/ Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> d. Occupational Health & Safety e. Dangerous Goods legislation f. Privacy legislation g. Air freight legislation h. Code of Practices and Conditions for the Carriage of Dangerous Goods

Evidence Guide

MAINTAIN FREIGHT RECORDS

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. Read and interpret freight documentation b.2. Enter freight information correctly b.3. Follow company procedures for assessing clearing freight b.4. Following company procedures for dealing with freight without documentation b.5. Identify and handle dangerous goods appropriately b.6. Use the company's freight tracking system
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	<ul style="list-style-type: none"> b. Displays in job role knowledge and skills including: c. Freight documentation includes data provided on paper and in electronic form relating to freight movement including: <ul style="list-style-type: none"> c.1. organisation's freight tracking system c.2. organisational policies and procedures c.3. relevant sections of Railways of Australia <i>Code of Practices and Conditions for the Carriage of Dangerous Goods</i> c.4. yard/terminal facilities c.5. timetables c.6. special handling requirements c.7. freight documentation in paper and electronic form c.8. problem solving c.9. operating freight tracking system c.10. communication c.11. accurate recording of data
10. Resource implications	<ul style="list-style-type: none"> f. Access to freight documentation and freight receipt and dispatch situations
11. Consistency in performance	<ul style="list-style-type: none"> k. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> k.1. describing consequences k.2. completing tasks k.3. identifying improvements k.4. applying safety precautions relevant to the task k.5. assessing operational capability of equipment used and work processes selected l. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> l.1. job procedures and work instructions l.2. quality procedures (where existing) l.3. security procedures l.4. following enterprise housekeeping processes m. Action taken promptly, accidents and incidents reported in accordance with Statutory requirements and enterprise procedures. n. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others. o. Work completed systematically with attention to detail without damage to goods, equipment or personnel.
12. Context for assessment	<ul style="list-style-type: none"> 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	1	1	2	2	2

DESCRIPTION:

This unit applies to employees involved in oral and written presentations of information in the workplace

ELEMENT	PERFORMANCE CRITERIA
1. Prepare and present document	a. Purpose of the document is identified b. Sources of information are established c. Information collated and presented in a logical order d. Document style selected to match purpose e. Language is clear, concise and conveys appropriate information to target audience
2. Prepare and deliver oral presentation	a. Purpose of oral presentation is established b. Target audience is identified c. Information gathered and sorted d. Visual, audio and physical support media identified or developed e. Presentation trialed and adjusted to suit target audience

Range Of Variables

PRESENT WORKPLACE INFORMATION

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 involved in Stevedoring
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

PRESENT WORKPLACE INFORMATION

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 from a range of sources a.2. plan presentations to suit purpose 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 a.6. use workplace colloquial and technical language and communication technologies in the workplace context
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, 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 a.9. use of presentation packages for slides, overhead projector, computer presentations
4. Resource implications	<p>a. Range of information to be delivered in printed and oral form</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 <p>b. Shows evidence of application of relevant workplace procedures including:</p> <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 <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
3	3	3	3	3	3	3

Unit TDT E2 97A ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

Field E Communications and Calculations

DESCRIPTION:

This unit applies to personnel engaged in planning and executing loading, unloading and stock rotation activities

ELEMENT	PERFORMANCE CRITERIA
1. Estimate loads to be placed on storage and transport	a. Order forms/work orders read and requirements noted b. Weight of individual items are totalled to estimate load c. Appropriate workplace documentation is completed d. Allowable load limits for storage and or transport systems are identified
2. Estimate loads for transport or storage	a. Shape, load, balance characteristics, dimensions and mass are identified b. Area required for storage is estimated c. Weights are totalled to calculate loads for transport or storage system d. Loads are restricted to allowable range(s) e. Load is spread to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems f. Loads are restricted to allowable range

Range Of Variables

ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

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 involved in Stevedoring
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. Calculations and estimations may relate to weights and dimensions of cargo, containers to be shifted stored or lifted or to other waterfront activities
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

ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

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. estimate load limits, weights and dimensions 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 a.6. use workplace colloquial and technical language and communication technologies in the workplace context a.7. sizing and weighing of products.
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, management and site operating systems a.3. application of relevant industrial requirements or other legislative requirements a.4. identification and correct use of equipment, processes and procedures of mathematical calculations including: <ul style="list-style-type: none"> a.4.1. addition a.4.2. subtraction a.4.3. multiplication a.4.4. division
4. Resource implications	<p>a. Variety of packaged goods in pallets, containers and bulk cargoes</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. Shows evidence of application of relevant workplace procedures including:</p> <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 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 <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
2	2	3	3	3	2	2

DESCRIPTION:

This unit applies to personnel required to 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 involved in Stevedoring
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	<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 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	<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, 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	<p>a. Instructions/messages to communicate, communication equipment and systems</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. Shows evidence of application of relevant workplace procedures including:</p> <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 <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
2	2	2	2	2	2	2

DESCRIPTION:

Basic knowledge and skills to enable the writing of work related documents

ELEMENT	PERFORMANCE CRITERIA
1. Plan document	a. Purpose and audience for the document are identified b. Appropriate format for the document is established c. Relevant information is identified and selected for inclusion in the document
2. Prepare document	a. A draft of the document is prepared in accordance with enterprise procedures and conventions for sentence construction, grammar, spelling, style, punctuation and vocabulary that are appropriate for the reader(s) b. Document is edited and presented in a final version appropriate to the task
3. Complete forms	a. Work related forms are completed in accordance with enterprise policy and procedures

Range Of Variables

PREPARE WORKPLACE DOCUMENTS

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 involved in Stevedoring
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

PREPARE WORKPLACE DOCUMENTS

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 a.5. maintain workplace records a.6. use workplace colloquial and technical language and communication technologies in the workplace context a.7. use of relevant forms, charts and proformas.
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. conventions for sentence construction, grammar, spelling, style and punctuation.
4. Resource implications	<p>a. Access to workplace information and forms.</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 <p>b. Documents produced are checked for errors and compliance with workplace policies.</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 & 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	1	1

DESCRIPTION:
 Basic knowledge and skills to perform 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 involved in Stevedoring
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	<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 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	<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. application of mathematical procedures including addition, subtraction, multiplication, division, percentages, and fractions
4. Resource implications	<p>a. Access to workplace information and forms</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 <p>b. Appropriate calculation methods used within normal job role with accurate results</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 & 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

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 & 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	2	3

DESCRIPTION:

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

ELEMENT	PERFORMANCE CRITERIA
1. Plan documentation	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	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 Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	1	1	1	1

DESCRIPTION:

This unit covers investigating and reporting on incidents such as emergencies or accidents.

ELEMENT	PERFORMANCE CRITERIA
1. Plan the investigation	<ul style="list-style-type: none"> a. Clarification of the objectives of the incident investigation is established in conjunction with relevant personnel, and in accordance with organisational and statutory requirements. b. Time frames and locations for the investigation are established in conjunction with relevant personnel. c. Resources required for the investigation are identified and obtained within organisational guidelines.
2. Collect and analyse information	<ul style="list-style-type: none"> e. All relevant available incident information is obtained and collated in order to facilitate a detailed and accurate analysis of the incident. f. Interviews are conducted with relevant personnel to establish their recollection of events associated with the incident. g. Information is analysed in accordance with the established objectives of the investigation, based on approved conditions, applicable standards and operational guidelines. h. Options for action are generated which are consistent with organisational and/or statutory requirements and lead to recommendations, which reduce future risk. i. Criteria are specified to enable objective evaluation of the options to be undertaken.
3. Prepare report	<ul style="list-style-type: none"> c. Conclusions are drawn and recommendations are made which will enable a satisfactory resolution of the incident issues and meet organisational and any other statutory requirement. d. Opportunities to enhance operational efficiency and safety procedures are documented in accordance with the standard reporting guidelines. e. Documentation is filed and distributed to all relevant parties for consideration and subsequent action.

Range Of Variables

INVESTIGATE SAFETY INCIDENTS

VARIABLE	SCOPE
1. General context	d. Work is performed under some supervision, generally within a team environment.
10. Worksite environment may include	<p>f. Operations conducted by day or night.</p> <p>g. Work conducted in restricted spaces or exposed conditions or controlled or open environments.</p> <p>h. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles.</p> <p>i. Resources required for the investigation may include:</p> <ul style="list-style-type: none"> - personnel time - access to incident site - access to equipment including rollingstock and infrastructure
11. Sources of information/documents may include	<p>a. Incident information may be obtained from:</p> <ul style="list-style-type: none"> a.1. incident reports a.2. dangerous goods manifest a.3. driver's advice (train load) a.4. safeworking forms a.5. special train notices a.6. consist forms a.7. wagon cards a.8. out-of-gauge documents a.9. train journals or train register books transport instructions a.10. load and weight records-material safety data sheets a.11. inspection reports-routine circulars a.12. interviews with those involved in the incident a.13. interviews with witnesses
12. Workplace context may include	<p>h. Work organisation procedures and practices</p> <p>i. Conditions of service, legislation and industrial agreements including:</p> <ul style="list-style-type: none"> i.1. workplace agreements and awards i.2. State, Federal or Territory Legislation
13. Applicable State/Territory/Commonwealth regulations and legislation may include	<p>i. Occupational Health & Safety</p> <p>j. Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods</p> <p>k. Environmental protection legislation</p>

Evidence Guide

INVESTIGATE SAFETY INCIDENTS

<p>13. Critical aspects of evidence to be considered</p>	<p>c. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> c.1. recognise implications of safety incidents c.2. carry out an investigation c.3. make appropriate recommendations c.4. prepare a report c.5. select and appropriately use protective clothing c.6. locate, interpret and apply relevant information c.7. work effectively with others c.8. maintain workplace records c.9. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context c.10. follow the designated work plan for the job
<p>14. Interdependent assessment of units</p>	<p>c. This unit of competency may be assessed in conjunction with other units that form part of a job role or function.</p>
<p>15. Required knowledge and skills</p>	<p>d. Displays in job role knowledge and skills including:</p> <ul style="list-style-type: none"> d.1. investigatory processes and procedures d.2. interview techniques d.3. problem-solving strategies d.4. data collection and analysis techniques d.5. documentation requirements d.6. OH&S legislation, codes of practice, policies and procedures d.7. safeworking systems and requirements d.8. planning d.9. collecting and analysing data d.10. preparing reports and recommendations d.11. conducting interviews and taking statements d.12. communication d.13. evaluating the nature and extent of the incident d.14. solving problems related to operational incidents d.15. interpreting instructions and prioritising work d.16. interpreting policy and procedural documents
<p>16. Resource implications</p>	<p>g. Access to accident /emergency documentation, data, people, reports.</p>
<p>17. Consistency in performance</p>	<p>p. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> p.1. describing consequences p.2. completing tasks p.3. identifying improvements p.4. applying safety precautions relevant to the task p.5. assessing operational capability of equipment used and work processes selected <p>q. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> q.1. job procedures and work instructions q.2. quality procedures (where existing) q.3. security procedures q.4. following enterprise housekeeping processes <p>r. Action taken promptly, accidents and incidents reported in accordance with Statutory requirements and enterprise procedures.</p> <p>s. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others.</p> <p>t. Work completed systematically with attention to detail without damage to goods, equipment or personnel.</p>

18. 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	2	2	3	2	2

DESCRIPTION:

This unit covers the skills required to control local fires using fire fighting equipment.

ELEMENT	PERFORMANCE CRITERIA
1. Use fire fighting equipment	<ul style="list-style-type: none"> <li data-bbox="548 617 1312 701">h. Tools, equipment and personal safety equipment used for fighting fires are correctly selected for type of fire in accordance with manufacturer's instructions. <li data-bbox="548 716 1312 772">i. Fire is controlled using fire fighting equipment according to manufacturer's instructions. <li data-bbox="548 787 1312 821">j. Equipment is stored safely according to manufacturer's instructions.
2. Maintain fire fighting equipment	<ul style="list-style-type: none"> <li data-bbox="548 877 1284 934">j. Equipment is maintained to manufacturers' specifications to ensure effective operation when used. <li data-bbox="548 949 1284 982">k. Equipment is cleaned and serviced to relevant standards. <li data-bbox="548 997 1284 1052">l. Defective equipment is identified and report to relevant authorities as necessary so it can be replaced or repaired.

Range Of Variables

OPERATE AND MAINTAIN FIRE FIGHTING EQUIPMENT

VARIABLE	SCOPE
	a. Work is performed under some supervision, generally within a team environment
2. Worksite environment may include	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. Equipment may include all fire fighting equipment. e. Personal safety equipment may include: <ul style="list-style-type: none"> e.1. gloves e.2. hat e.3. goggles e.4. boots e.5. helmets
3. Sources of information/documents may include	a. Fire fighting information requirements may be obtained from: <ul style="list-style-type: none"> a.1. safe working regulations a.2. local authority regulations and procedures a.3. workplace regulations a.4. relevant state railway legislation/regulations a.5. quality improvements a.6. Australian Standards a.7. QA plans, data and document control a.8. technical instructions a.9. workplace OH&S a.10. environmental policies a.11. dangerous goods legislation a.12. electrified territory regulations a.13. goods manifest
4. Workplace context may include	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. State, Federal or Territory Legislation c. Contingency processes may involve: <ul style="list-style-type: none"> c.1. measures undertaken if the fire gets out of control c.2. personal injury
5. Applicable State/Territory/Commonwealth regulations and legislation may include	a. Occupational Health & Safety legislation

Evidence Guide

OPERATE AND MAINTAIN FIRE FIGHTING EQUIPMENT

<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. control a fire using fire fighting equipment a.2. store and maintain fire fighting equipment a.3. select and appropriately use protective clothing 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
<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> <ul style="list-style-type: none"> a.1. plan work requirements a.2. apply workplace health and safety procedures
<p>3. Required knowledge and skills</p>	<p>a. Displays in job role knowledge and skills including:</p> <ul style="list-style-type: none"> a.1. equipment use and identification a.2. personal safety rules and equipment. a.3. materials and their effect on fires a.4. firefighting methods a.5. Occupational Health and Safety
<p>4. Resource implications</p>	<p>a. Access to fire fighting equipment, workplace procedures, safety instructions.</p>
<p>5. Consistency in performance</p>	<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>
<p>6. Context for assessment</p>	<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
1	1	1	1	1	1	2

DESCRIPTION:

This unit covers the skills required to handle safety emergencies.

ELEMENT	PERFORMANCE CRITERIA
1. Respond to emergency situations	a. Emergency and potential emergency situations are promptly identified and assessed and needs are prioritised. b. Situations are handled appropriately following emergency and first aid procedures. c. Incident reports are completed accurately following company procedures
2. Arrange follow on support and assistance	a. Medical assistance and support is arranged as required following company procedures.
3. Communicate with staff	a. Staff and customers are provided with relevant, appropriate and timely advice on emergency situations and instructions to be followed on an ongoing basis. b. Evacuation procedures for staff/customers are demonstrated and explained in accordance with workplace procedures c. Customer service and safety needs arising from emergency situations are identified and acted upon.

Range Of Variables

MANAGE EMERGENCIES

VARIABLE	SCOPE
	a. Work is performed under some supervision, generally within a team environment.
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. Emergency situations may include: <ul style="list-style-type: none"> d.1. chemical spills d.2. fires d.3. bomb threats d.4. derailments d.5. customer emergency
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Emergency situation requirements and information may be obtained from: <ul style="list-style-type: none"> a.1. statutory requirements a.2. OH&S legislation a.3. ARA dangerous goods requirements a.4. organisation's rules, regulations and requirements a.5. insurance requirements a.6. goods manifest
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. 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

Evidence Guide

MANAGE EMERGENCIES

<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. handle emergencies in an appropriate manner a.2. select and appropriately use protective clothing a.3. locate, interpret and apply relevant information a.4. work effectively with others a.5. maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.7. follow the designated work plan for the job
<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</p>	<p>a. Displays in job role knowledge and skills including:</p> <ul style="list-style-type: none"> a.1. dangerous goods code a.2. common passenger train hazards including: a.3. handling hot food and equipment a.4. sudden and unexpected movement a.5. infectious and contagious diseases a.6. self closing doors a.7. sharp objects a.8. syringes and drugs a.9. human and biological waste a.10. the location and use of safety equipment a.11. making judgements regarding the relative urgency of hazard reports a.12. manual handling
<p>4. Resource implications</p>	<p>a. Access safety equipment, procedures, real or simulated on-board emergency situations</p>
<p>5. Consistency in performance</p>	<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>
<p>6. Context for assessment</p>	<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
2	2	2	2	2	2	2

DESCRIPTION:

This unit covers the skills required to implement and monitor environmental legislation and organisation environmental codes of practice, policy and procedures in a defined work area to maintain and enhance environmental standards.

ELEMENT	PERFORMANCE CRITERIA
1. Access information about OH&S and workplace policies and procedures	<ul style="list-style-type: none"> a. Relevant provisions of environmental legislation and codes of practice are accurately followed. b. Information on workplace environmental policies, procedures and programs are stored in a readily accessible location and manner. c. Information is accurately and clearly explained to the work team and updated according to change in organisation policy. d. Information about the outcomes of environmental risk identification and control procedures is provided to the appropriate personnel.
2. Implement and monitor procedures for identifying, dealing with and assessing environmental hazards	<ul style="list-style-type: none"> a. Existing and potential environmental hazards in the workplace are identified and reported. b. Identified hazards are assessed in relation to relevant environmental protection policies. c. Workplace procedures for dealing with hazardous events are implemented wherever necessary to ensure that prompt control action is taken. d. Hazardous events are investigated to identify causes and control measures are implemented to prevent recurrence and minimise risks of such events.
3. Implement and monitor environmental control procedures	<ul style="list-style-type: none"> a. Existing environmental protection measures are implemented, monitored and reviewed. b. Work procedures to protect environment is implemented and adherence to them by the work group is monitored. c. Required improvements to existing control measures are identified including required resources for implementation, and reported to appropriate personnel.

<p>4. Implement and monitor environmental protection training procedures</p>	<ul style="list-style-type: none"> a. Environmental protection training needs of the work group members are monitored against relevant competence and knowledge requirements. b. Arrangements to meet identified training needs through both on and off the job training are made with specified personnel.
<p>5. Implement and monitor environmental protection records procedures</p>	<ul style="list-style-type: none"> a. Workplace environmental protection records are accurately and legibly maintained in accordance with organisational and legal requirements for environmental protection record keeping. b. Aggregate work area environment information is used to identify hazards and monitor risk control procedures within the scope of personal responsibility and competence.

Range Of Variables

IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION POLICIES AND PROCEDURES

VARIABLE	SCOPE
	<ul style="list-style-type: none"> a. Work is performed individually and skills are required to work within a team environment. b. Environmental protection requirements apply to all employees at the individual level, including those with and those without supervisory responsibilities, and relate to the individual's duty of care as an employee not to endanger the environment.
<p>2. Worksite environment may include</p>	<ul style="list-style-type: none"> a. Environmental protection legislation refers to all relevant environmental legislation and codes of practice applicable to the organisation including duties and responsibilities of all providers of transport services under the general care of duty. b. Environmental legislation requirements include: <ul style="list-style-type: none"> b.1 the exercise of due diligence to protect the environment b.2 maintenance and confidentiality of environmental records of incidents and management practices/techniques b.3 environmental regulations and codes of practice relating to workplace hazards b.4 ensuring the provision of information and training that is workplace/job specific c. Information communicated to the work group may include: <ul style="list-style-type: none"> c.1 relevant provision of environmental legislation and codes of practice c.2 organisation policies, procedures and programs relevant to the workplace c.3 environmental hazard identification and risk assessment information relevant to the workplace
<p>3. Sources of information/documents may include</p>	<ul style="list-style-type: none"> a. Environmental protection requirements may be obtained from: <ul style="list-style-type: none"> a.1. environmental hazard reports a.2. risk control procedures a.3. organisation personnel and management a.4. relevant legislation

<p>4. Workplace context may include</p>	<ul style="list-style-type: none"> a. Implementing and monitoring policies and procedures applies in a context of an endorsed and established organisational management system. b. Work organisation procedures for dealing with hazardous events will include: <ul style="list-style-type: none"> b.1 inspection and housekeeping b.2 training and assessment b.3 maintenance including plant and equipment b.4 purchasing b.5 evacuation b.6 hazardous substance containment b.7 operational instruction b.8 environmental information including incident and management practices b.9 consultation b.10 specific hazardous materials policies and procedures b.11 counselling and disciplinary processes b.12 risk assessment and control b.13 first aid b.14 internal and external auditing
<p>5. Applicable State/ Territory/ Commonwealth regulations and legislation may include</p>	<ul style="list-style-type: none"> a. Occupational Health & Safety legislation b. Environmental Protection Act

Evidence Guide

IMPLEMENT AND MONITOR OCCUPATIONAL HEALTH AND SAFETY POLICIES AND PROCEDURES

<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 effectively with the workgroup a.2 identify and monitor environmental hazards in the workplace a.3 implement effective procedures for dealing with hazardous events a.4 monitor workplace adherence to environmental practices a.5 understand environmental protection requirements a.6 assist in the management of environmental protection in the workplace a.7 locate, interpret and apply relevant information a.8 work effectively with others a.9 maintain workplace records a.10 select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11 follow the designated work plan for the job
<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</p>	<p>a. Displays in job role knowledge and skills including:</p> <ul style="list-style-type: none"> a.1 organisational environmental procedures a.2 hazard control measures a.3 reporting processes and procedures a.4 recording processes a.5 relevant requirements of all environmental legislation and codes of practice which apply a.6 hierarchy of control principles for risks (including preferred models for risk elimination, engineering controls, administrative controls and specific environmental protection techniques) a.7 significance of EEO principles and practice for environmental management a.8 literacy levels and communication skills of those supervised a.9 relevant management systems and procedures for environmental management a.10 training needs analysis relevant to organisational level a.11 communication skills a.12 leading/supervising skills a.13 problem solving skills a.14 counselling, advising and informing skills a.15 application of relevant procedures and processes
<p>4. Resource implications</p>	<p>a. Access to organisation guidelines on OH&S, workplace procedures, relevant personnel, computer software and office equipment, training facilities.</p>

<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <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 b. Shows evidence of application of relevant workplace procedures including: <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 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.
<p>6. Context for assessment</p>	<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	3	2	1	3	2

Unit TDT F1 97A FOLLOW OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

Field F Occupational Health and Safety

DESCRIPTION:

This unit is applicable to workers required to follow workplace Occupational Health and Safety procedures

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

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: c. workplace agreements and awards d. occupational health & safety e. 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**
- 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

<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. 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
<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. Displays the following knowledge and skills in terms of job role or function:</p> <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)
<p>4. Resource implications</p>	<p>a. Access to policies, procedures and information on Occupational Health and Safety. Access to support personnel, engineering controls and Personal Protective Equipment</p>
<p>5. Consistency in performance may include</p>	<p>a. Application of knowledge and skills to</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 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

	<p>a.12. Action taken promptly - accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>a.13. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>a.14. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	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:

This unit is applicable to workers who are required to carry out housekeeping duties and maintain a clean and safe work site

ELEMENT	PERFORMANCE CRITERIA
1. Identify workplace procedures, resources and housekeeping requirements of different areas of the workplace	<ul style="list-style-type: none">a. Workplace procedures for housekeeping are identifiedb. Equipment and consumables are selected in accordance with work area requirementsc. Specific requirements for housekeeping activities in different parts of the employees work area identified and followedd. Requirements for the minor disassembly/reassembly of storage zones identified (where applicable)
2. Monitor and maintain cleanliness and tidiness in the workplace	<ul style="list-style-type: none">a. Initiative is used to continuously monitor the cleanliness and tidiness of the worksites used by the employeesb. Housekeeping issues are raised with designated personnel in accordance with workplace proceduresc. Housekeeping equipment and supplies are maintained and stored
3. Complete assigned housekeeping duties	<ul style="list-style-type: none">a. Assigned housekeeping duties are conducted following workplace procedures ensuring that:<ul style="list-style-type: none">a.1. waste is removeda.2. maintenance requirements of any damaged items are notified to appropriate personnela.3. minor disassembly/reassembly of storage zones is conducted within enterprise policies and proceduresa.4. schedules and records for housekeeping duties are maintaineda.5. work areas are checked and meet required workplace standardsa.6. work is carried out following enterprise practices and safe work procedures

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 involved in Stevedoring 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**
- 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

<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. 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
<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. Displays the following knowledge and skills in terms of job role or function:</p> <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
<p>4. Resource implications</p>	<p>a. Access to</p> <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
<p>5. Consistency in performance may include</p>	<p>a. Application of knowledge and skills to</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. Checks own work for compliance with workplace requirements</p> <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

- 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:

This unit describes the 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>	<ul style="list-style-type: none"> a. Relevant provisions of Occupational Health and Safety legislation and Codes of Practice are accurately followed 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 c. Information is accurately and clearly explained to the work team d. Information about the outcomes of risk identification and control procedures is provided to appropriate personnel
<p>2. Implement and monitor procedures for identifying and assessing hazards</p>	<ul style="list-style-type: none"> a. Existing and potential hazards in the work area are identified and reported b. Identified hazards are assessed in relation to relative risk
<p>3. Implement and monitor procedures for controlling risks</p>	<ul style="list-style-type: none"> a. Existing risk control measures are implemented, monitored, and reviewed b. Work procedures to control risks are implemented and adherence to them by the work group is monitored c. Required improvements to existing risk control measures are identified including required resources for implementation, and reported to appropriate personnel d. Procedures for monitoring and controlling risks provide for a hierarchy of control
<p>4. Plan and supervise housekeeping arrangements</p>	<ul style="list-style-type: none"> a. Housekeeping tasks are identified and incorporated in enterprise work roles b. Housekeeping equipment is maintained c. Team members are allocated housekeeping tasks and supervised d. Housekeeping procedures and practices are planned to conform with environmental and Occupational Health and Safety requirements
<p>5. Implement and monitor procedures for dealing with hazardous events</p>	<ul style="list-style-type: none"> a. Workplace procedures for dealing with hazardous events are implemented whenever necessary to ensure that prompt control action is taken b. Hazardous events are investigated to identify causes c. Control measures are implemented to prevent recurrence and minimise

risks of hazardous events or issues are referred to designated personnel for implementation

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 Stevedoring 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**
- 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

<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. 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
<p>2. Interdependent assessment of units</p>	<p>a. The unit <i>Follow Occupational Health and Safety Procedures</i> is a prerequisite for this unit</p> <p>b. 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</p>	<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. 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
<p>4. Resource implications</p>	<p>a. Access to workplace policies, legislation and work group or team, access to interpretative advice mechanisms to support decision making</p>
<p>5. Consistency in performance</p>	<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 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 <p>b. Shows evidence of application of relevant workplace procedures including:</p> <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 <p>c. Recognises and appropriately deals with cultural differences in the</p>

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

Range Of Variables

PROVIDE FIRST-AID IN THE WORKPLACE

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

Evidence Guide

PROVIDE FIRST-AID IN THE WORKPLACE

<p>1. Critical aspects of evidence to be considered</p>	<p>b. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> b.1. Communicate effectively in written and verbal modes b.2. Identify vital signs and monitor condition of patient(s) b.3. Apply EAR and CPR b.4. Comfort and support patient(s) b.5. Follow procedures b.6. Work cooperatively as part of a team b.7. Locate, interpret and apply relevant information b.8. Identify and safely handle equipment and goods b.9. Apply hierarchy of control b.10. Use 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 Implications of Occupational Health & Safety legislation and codes of practice a.2 Appropriate first aid measures a.3 Appropriate identification of symptoms and appropriate first aid treatment a.4 Referrals to appropriate internal personnel or external medical services made when required 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 a.9 First aid competence
<p>4. Resource implications</p>	<p>a. Access to simulated or real incident</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, enterprise operations, equipment and materials carried c. Modifies work practices to cater for variations in Workplace contexts and environments d. Work consistently shows evidence of application of relevant enterprise 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 d.4 Industry standards according to the nature of the task d.5 Hazard identification 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"> b. 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 F11 97A CARE FOR THE ENVIRONMENT

Field F Occupational Health and Safety

DESCRIPTION:

Basic knowledge and skills and 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	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 environmentc. Rubbish is deposited in designated rubbish disposal bins.
3. Transport environmentally hazardous materials safely	<ul style="list-style-type: none">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: <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 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

<p>1. Critical aspects of evidence</p>	<p>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.</p> <p>b. Assessment must confirm the ability to apply this knowledge in a real or simulated road transport environment</p>
<p>2. Interdependent assessment of units</p>	<p>a. This unit usually is assessed in conjunction with any of the specialised relevant units.</p>
<p>3. Underpinning skills and knowledge</p>	<p>a. Underpinning knowledge</p> <p>a.1. Environment protection regulations</p> <p>a.2. Company policy on environmental procedures</p> <p>a.3. Waste and effluent regulation</p> <p>a.4. Location of rubbish disposal bins</p> <p>a.5. Toxicity of materials typically carried in loads</p> <p>a.6. Emission control checking requirements</p> <p>b. Underpinning skills</p> <p>b.1. Recognition of potential pollution risks and ways of minimising them</p> <p>b.2. Route planning</p> <p>b.3. Ability to drive efficiently</p>
<p>4. Resources</p>	<p>a. Assessment of this competency will require access to relevant real or simulated working situations.</p>
<p>5. Consistency</p>	<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>
<p>6. Context</p>	<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.</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
1	1	1	1	1	1	2

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

ELEMENT	PERFORMANCE CRITERIA
1. Contribute to determination of appropriate work roles	a. Work roles of each group member are identified based on information and instructions about objectives, performance requirements and procedures b. 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	a. Suggestions and information are provided as appropriate to contribute to the planning of the activity and the associated procedures
3. Work with others	a. Forms of communication appropriate to the activity are used b. Assistance in the completion of the activities is requested where appropriate c. Contributions to the achievement of a required outcome are made d. Work is undertaken in accordance with specified procedures on an individual and shared basis as appropriate e. Problems are discussed and resolved where possible through agreed and accepted processes f. 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 involved in Stevedoring
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

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:

This unit applies to employees involved in leading, participating in, facilitating and empowering work teams/groups within the enterprise

ELEMENT	PERFORMANCE CRITERIA
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 involved in Stevedoring
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

DESCRIPTION:

This unit covers the skills required to deal with existing freight customers to provide all requirements related to rail transport and maximise customer support.

ELEMENT	PERFORMANCE CRITERIA
1. Confirm freight customer needs	<ul style="list-style-type: none"> a. Initial inquiries for freight service are handled promptly and courteously. b. Nature of freight service required is established with the customer. c. Ongoing customer liaison activities are maintained, where applicable, to establish future requirements. d. Unusual or special requests for freight service are referred to appropriate personnel for resolution. e. Support services required to meet customer's freight needs are established. f. Corporate or key account customer's freight needs are continuously monitored to ensure customer satisfaction.
2. Provide quotations	<ul style="list-style-type: none"> a. Costs and conditions of the freight service(s) offered is provided to the customer. b. Customer queries relating to quotations are answered promptly in accordance with organisation's guidelines. c. Key account or potential key account quotations are handled in accordance with organisation's policies and procedures.
3. Calculate freight charges	<ul style="list-style-type: none"> a. Confirmation is obtained that freight is weighed and/or measured using relevant mass or cubic calculation procedures. b. Details relevant to charges are accurately recorded to ensure charge calculations can be verified. c. Method of freight calculation applicable to the service and commodity is established in accordance with organisational policies and procedures. d. Freight charges are accurately calculated and checked using relevant charge structures. e. Freight charge discrepancies are recorded on relevant documentation for adjustment purposes.

4. Modify products and services	<ul style="list-style-type: none"> a. Freight needs of assigned customers are assessed against current products and services offered by the organisation. b. Freight services offered by other providers including State, national and overseas providers are continuously reviewed. c. Requests for freight services not currently offered by the organisation are referred to appropriate personnel.
5. Promote existing freight services	<ul style="list-style-type: none"> a. Existing freight services provided by the organisation are monitored. b. Promotional activities, including information seminars, are participated in and responses are followed up. c. Advertising programs promoting existing freight services are promoted to customers. d. Potential new account customers are identified and details of existing freight services are explained. e. Advantages of existing freight services are explained for potential customers

Range Of Variables

SERVICE FREIGHT CUSTOMERS

VARIABLE	SCOPE
	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment. b. Customers may range from those providing recognised ongoing business to those using services on a casual basis. c. Customers include current and potential customers, both internal and external.
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night b. Promotional activities may include: <ul style="list-style-type: none"> b.1. public relations activities b.2. press releases b.3. open days b.4. in-house newsletters b.5. publications b.6. advertising programs b.7. seminars b.8. promotional briefings
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Servicing requirements may be obtained from: <ul style="list-style-type: none"> a.1. customer requests a.2. works orders a.3. freight requirements a.4. organisation personnel
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices include all financial, operating and customer service policies and procedures. 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 c. Freight services covers the application of all products and services offered by the organisation. d. Support services can include: <ul style="list-style-type: none"> d.1. loading/unloading requirements d.2. load security/protection d.3. receipt personnel d.4. special vehicle access/parking
5. Applicable State/Territory/Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> a. Occupational Health & Safety legislation relevant to customer service. b. Consumer Law

Evidence Guide

SERVICE FREIGHT CUSTOMERS

1. Critical aspects of evidence to be considered	a. Assessment must confirm appropriate knowledge and skills to: a.1. identify and confirm freight customer needs a.2. provide accurate quotations to meet customer needs a.3. calculate freight charges accurately a.4. promote existing freight services a.5. communicate and negotiate with customers a.6. select and appropriately use protective clothing a.7. locate, interpret and apply relevant information a.8. work effectively with others a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11. follow the designated work plan for the job
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	a. Displays in job role knowledge and skills including: a.1. organisational policies and procedures a.2. freight services offered by the organisation a.3. freight management systems a.4. organisational costing structures and rates a.5. organisational public relations policies and procedures a.6. profiles and details of all customers a.7. organisation rail service advertising a.8. rail services provided by other organisations a.9. presentation skills a.10. customer liaison skills a.11. preparation and presentation of quotations a.12. negotiation skills a.13. problem solving a.14. communication skills
4. Resource implications	a. Access to customer requests and information, organisation personnel, organisation policies and procedures manual, relevant computer software, office equipment, freight information and loadings.

<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <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 b. Shows evidence of application of relevant workplace procedures including: <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 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.
<p>6. Context for assessment</p>	<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	2	2	2	2	2	2

DESCRIPTION:

This unit covers the skills required to promote existing services to customers and respond to customer needs to provide enhanced freight services.

ELEMENT	PERFORMANCE CRITERIA
1. Identify potential freight business	<ul style="list-style-type: none"> a. The nature of potential customer's freight needs are established with the customer. b. Customer's freight needs are analysed against existing services to identify variances against normal services. c. Potential new customers are kept informed during review process.
2. Evaluate potential business	<ul style="list-style-type: none"> a. Potential new business is analysed against existing freight services offered by the organisation. b. Special transportation requirements are identified and discussed with the customer. c. Cost effectiveness of potential new business is established using organisational guidelines.
3. Develop proposals for new products or services	<ul style="list-style-type: none"> a. Potential new business is costed against new product or service. b. Proposed new product or service is documented and presented for further consideration. c. Decision regarding new product or service is conveyed promptly to the potential customer for follow up action.
4. Negotiate products and services with customers	<ul style="list-style-type: none"> a. Techniques for minimising potential damage to freight are identified and negotiated with customers. b. New products or services required to meet or improve customer services are implemented as approved. c. New products and services are monitored for customer satisfaction and cost effectiveness.
5. Promote new products and services	<ul style="list-style-type: none"> a. Promotional activities, including information seminars, are participated in and responses are followed up. b. Advertising programs for new products and services are promoted to customers. c. Potential new customers whose needs may be met through the new products or services are followed up.

6. Maintain knowledge of the market

- a. Market research is conducted to monitor tonnages and costs for freight methods and providers.
- b. Trends and developments are identified and used to influence products, capacities and costs offered.
- c. Available and developing technologies are monitored to enable changes and recommendations to be made which maintain a competitive position.

Range Of Variables

DEVELOP FREIGHT CUSTOMERS

VARIABLE	SCOPE
	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment. b. Potential customers include all other rail and freight authorities, private businesses, government bodies and members of the public as well as internal customers.
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night. b. Promotional activities may include: <ul style="list-style-type: none"> b.1. public relations activities b.2. press releases b.3. open days b.4. in-house newsletters b.5. publications b.6. corporate sponsorship b.7. advertising programs b.8. seminars b.9. promotional briefings b.10. development of promotional materials
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Servicing requirements may be obtained from: <ul style="list-style-type: none"> a.1. customer requests a.2. works orders a.3. freight requirements a.4. organisation personnel
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices include all financial, operating and customer service policies and procedures. 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 c. Products and services include all freight services currently or potentially offered by the organisation including relevant road services. d. Market knowledge includes information about competitor's providing rail freight and those providing alternative transport systems.
5. Applicable State/Territory/Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> a. Occupational Health & Safety legislation relevant to customer service. b. Consumer Law

Evidence Guide

SERVICE FREIGHT CUSTOMERS

1. Critical aspects of evidence to be considered	a. Assessment must confirm appropriate knowledge and skills to: a.1. identify and cultivate potential freight business a.2. develop proposals for new products and services a.3. negotiate with customers regarding products and services a.4. promote new products and services a.5. demonstrate knowledge of the market a.6. select and appropriately use protective clothing a.7. locate, interpret and apply relevant information a.8. work effectively with others a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11. follow the designated work plan for the job
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	a. Displays in job role knowledge and skills including: a.1. organisational policies and procedures a.2. freight services offered by the organisation a.3. freight management systems a.4. organisational costing structures and rates a.5. organisational public relations policies and procedures a.6. profiles and details of all customers a.7. organisation rail service advertising a.8. general freight market tonnages and trends a.9. competitor's prices, services and capacities a.10. rail services provided by other organisations a.11. financial calculations involving cost analysis a.12. presentation skills a.13. customer liaison skills a.14. preparation and presentation of quotations a.15. negotiation skills a.16. problem solving a.17. communication skills a.18. report writing
4. Resource implications	a. Access to customer requests and information, organisation personnel, organisation policies and procedures manual, relevant computer software, office equipment, freight information and loadings.

<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <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 b. Shows evidence of application of relevant workplace procedures including: <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 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.
<p>6. Context for assessment</p>	<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	3	2	2	2	2	2

Unit TDT I7 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
<p>3. Deal with customer freight forwarding inquiries</p>	<ul style="list-style-type: none"> a. Customer inquiries are dealt with courteously and efficiently b. Questions are used to clarify customer requirements, needs or concerns c. Information is accurately conveyed to the customer in a manner consistent with their level of understanding d. Areas not effectively dealt with are forwarded to other enterprise personnel or external individuals/authorities in accordance with enterprise procedures e. Follow-up procedures are undertaken in accordance with enterprise procedures
<p>4. Explain the process of freight forwarding</p>	<ul style="list-style-type: none"> a. The freight forwarding chain of operations is explained to customers b. Parameters of service relevant to customer requirements are explained including; <ul style="list-style-type: none"> b.1. procedures for forwarding freight b.2. type of transport modes b.3. various consignment methods b.4. relevant legislative requirements b.5. required import/export documentation and requirements b.6. insurance requirements b.7. service costs b.8. payment requirements and procedures b.9. fiduciary and legal responsibilities of either party c. Documentation concerning service provision are forwarded to the customer in accordance with enterprise procedures



VARIABLE	SCOPE
<p>4. Workplace context</p>	<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
<p>5. Sources of information / documents may include:</p>	<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
<p>6. Unit specific factors</p>	<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

7. 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
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"> 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
10. Resource implications	<ul style="list-style-type: none"> b. Access to customer service situations, enterprise documentation, information systems
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. 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
12. Context for assessment	<ul style="list-style-type: none"> 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	2	1	1	2	2

DESCRIPTION:

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

ELEMENT	PERFORMANCE CRITERIA
<p>1. Deal with customer inquiries</p>	<ul style="list-style-type: none"> 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
<p>2. Monitor customer satisfaction</p>	<ul style="list-style-type: none"> 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 1.	<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

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 J1 97A APPLY QUALITY PROCEDURES

Field J Quality

DESCRIPTION:

Basic knowledge and skills to apply quality procedures to workplace tasks

ELEMENT	PERFORMANCE CRITERIA
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

<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. 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
<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</p>	<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. quality improvement procedures.
<p>4. Resource implications</p>	<p>a. Access to quality assurance procedures and work function appropriate for the procedures.</p>
<p>5. Consistency in performance</p>	<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. Quality assurance procedures identified and followed in all aspects of job function and operations.</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</p>

goods, equipment or personnel

6. Context for assessment

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

ELEMENT	PERFORMANCE CRITERIA
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 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 involved in Stevedoring
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

<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. 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
<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</p>	<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. interpersonal communication skills a.8. team skills
<p>4. Resource implications</p>	<p>a. Access to Quality assurance procedures and work situations for application of procedures.</p>
<p>5. Consistency in performance</p>	<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 a.6. applying quality system procedures. <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> c. hazard policies and procedures including Codes of Practice d. issue resolution procedures e. job procedures and work instructions f. relevant guidelines relating to the use of equipment g. quality assurance procedures (where existing) h. security procedures i. following recognised housekeeping processes j. waste, pollution and recycling management processes k. Action taken promptly- accidents and incidents reported in accordance with Statutory requirements and enterprise procedures l. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others m. Work completed systematically with attention to detail without damage to goods, equipment or personnel
<p>6. Context for</p>	<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
2	2	2	2	2	2	2

DESCRIPTION:

This unit applies to employees required to access input and retrieve data from computer information processing systems

ELEMENT	PERFORMANCE CRITERIA
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 involved in Stevedoring 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	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <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	<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 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	<p>a. Access to keyboard, software and related work requirements</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 a.6. saves documents regularly a.7. proof reads for accuracy a.8. efficiently uses paper and software processes. <p>b. Shows evidence of application of relevant workplace procedures including:</p> <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 <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
2	1	2	1	1	2	2

DESCRIPTION:

This unit applies to employees who use computers as part of work processes

ELEMENT	PERFORMANCE CRITERIA
1. Identify computer system and software application for work role	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	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	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	<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, 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	<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. equipment use procedures for fault identification and rectification.
4. Resource implications	<ul style="list-style-type: none"> a. Access to computerised equipment and work requiring computer 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 b. Equipment is maintained and handled to workplace requirements. Work is conducted effectively using appropriate sequences and procedures. 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	1	2	2	2	2

Unit TDT K3 97A 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> a. Assessment of this unit will require access to the relevant keyboard and data.
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, 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
5. Identify and establish document purpose and information sources	<ul style="list-style-type: none"> f. Purpose of task is identified and appropriate document template(s) accessed g. Manual and computerised sources of data are accessed in accordance with the requirements of the task h. Existing files and data required to be updated are identified i. Stored data regarding applicable regulations, client instructions, protocols and procedures is selected and combined correctly for the task
6. Compile data files	<ul style="list-style-type: none"> a. Files are created/updated according to required format and layout b. Data is accurately entered following regulatory and enterprise requirements and is consistent with required purpose c. All relevant sections of the documentation are checked for accuracy and completeness d. Discrepancies in documentation are identified and action undertaken in accordance with enterprise procedures e. Files created or updated are saved and stored in accordance with enterprise and regulatory requirements
7. Transmit documentation	<ul style="list-style-type: none"> a. Document destination(s) are correctly identified and selected b. Destinations are checked for readiness to receive transmission c. Security arrangements for data exchange are undertaken in accordance with enterprise procedures d. Documents are transmitted ensuring componentary is used according to enterprise procedures and that all information is correctly downloaded e. Action is undertaken within scope of authority to rectify transmission faults f. Print out of documents are made and filed/stored/forwarded in accordance with enterprise procedures
8. 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
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. 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
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. 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

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. 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
14. 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
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. 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
16. Resource implications	c. Shipping documentation, Computer 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:

This unit covers the skills required to record and check employee's hours worked for remuneration and human resource purposes.

ELEMENT	PERFORMANCE CRITERIA
7. Monitor attendance records	<ul style="list-style-type: none"> a. Hours worked, as recorded for each employee, are accessed, checked and documented on a prescribed time basis. b. Employee record cards or other daily time records showing hours absent are followed up to ensure authorised absences are accurately recorded. c. Employee daily time records showing additional hours worked are followed up to determine whether additional payments are authorised. d. Unauthorised absences are notified to appropriate personnel on a timely basis to ensure follow-up action is initiated. e. Employee attendance sheets are received, checked and processed to ensure accurate employee records are maintained.
8. Process attendance records	<ul style="list-style-type: none"> m. Unexplained absences are identified, confirmed and appropriate personnel are notified for follow-up action. n. Time sheets, or equivalent, are checked and forwarded to payroll department for costing purposes. o. Employee record cards or other identification system requirements are checked and redistributed on a timely basis.

Range Of Variables

MONITOR AND PROCESS ATTENDANCE RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> e. Work is performed individually, but the ability to work within a team environment may be required. f. Employees include all personnel whose attendance is recorded for timekeeping purposes.
14. Worksite environment may include	<ul style="list-style-type: none"> f. Timekeeping records and systems include, but are not limited to: <ul style="list-style-type: none"> f.1. clock cards/identification numbers f.2. swipe cards/physical recognition systems f.3. manual clocking systems f.4. integrated attendance sheet systems f.5. maternity/paternity leave f.6. jury leave f.7. rest breaks between shifts/overtime
15. Sources of information/documents may include	<ul style="list-style-type: none"> a. Information on attendance records can be obtained from: <ul style="list-style-type: none"> a.1. time sheets a.2. absentee records a.3. payroll department a.4. record cards a.5. identification system requirements
16. Workplace context may include	<ul style="list-style-type: none"> j. Work organisation procedures and practices which may apply including payroll, personnel and finance practices and procedures associated with employee remuneration, records and job costings. k. Authorised absences include, but are not limited to: <ul style="list-style-type: none"> k.1. sick leave (paid or unpaid) k.2. approved special leave k.3. annual or recreation leave k.4. rostered or programmed days off k.5. maternity/paternity leave k.6. jury leave k.7. rest breaks between shifts/overtime l. Applicable payment rates may be standard hourly rates or overtime rates.
17. Applicable State/ Territory/ Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> l. State, Federal or Territory Award legislation m. Workplace agreements and awards n. Conditions of service legislation

Evidence Guide

MONITOR AND PROCESS ATTENDANCE RECORDS

19. Critical aspects of evidence to be considered	<p>d. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> d.1. check and document records accurately d.2. complete documentation accurately d.3. locate, interpret and apply relevant information d.4. work effectively with others d.5. maintain workplace records d.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context d.7. follow the designated work plan for the job
20. 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.
21. Required knowledge and skills	<p>e. Displays in job role knowledge and skills including:</p> <ul style="list-style-type: none"> e.1. organisation's timekeeping practices e.2. condition's of employment e.3. labour/costing practices e.4. industrial agreements and awards e.5. auditing requirements e.6. payroll practices and procedures e.7. personnel records requirements e.8. computer based personnel recording systems e.9. interpreting conditions of employment e.10. simple calculations e.11. problem solving e.12. interpreting and applying organisation's industrial agreements/awards e.13. documentation in line with organisation format e.14. handling electronically recorded data e.15. written and oral communication skills
22. Resource implications	h. Access to employee record cards, attendance sheets, time sheets, relevant staff and management, calculator, office equipment and relevant computer software.
23. Consistency in performance	<p>u. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> u.1. describing consequences u.2. completing tasks u.3. identifying improvements <p>v. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> v.1. job procedures and work instructions v.2. quality procedures (where existing) v.3. security procedures v.4. following enterprise housekeeping processes <p>w. Action taken promptly, accidents and incidents reported in accordance with Statutory requirements and enterprise procedures.</p> <p>x. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others.</p> <p>y. Work completed systematically with attention to detail without damage to goods, equipment or personnel.</p>
24. 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	1	1	2	2	1	2

DESCRIPTION:

This unit covers the skills required to provide employment equity services in line with legislative requirements and business objectives.

ELEMENT	PERFORMANCE CRITERIA
1. Identify and communicate agreed employment equity direction	<ul style="list-style-type: none"> a. Employment equity information and policy requirements are identified for the organisation. b. Employment equity information is disseminated to ensure relevant requirements are considered in decisions made within the organisation. c. Advice is provided to assist with consistent interpretation of employment equity information. d. Negotiations are undertaken with management to ensure equity principles are incorporated throughout the organisation. e. Interpretation and advice are provided on legislative requirements, organisation objectives and constraints, and human resource management practices.
2. Respond to enquiries regarding employment equity	<ul style="list-style-type: none"> a. Arrangements are made to ensure advise on employment equity can be provided to personnel within necessary timeframes. b. Enquiries are analysed to identify necessary information required to respond sufficiently. c. Sources of information are identified and accessed to formulate response. d. Responses are communicated clearly and appropriately and understanding of the response is checked.
3. Implement employment equity strategies	<ul style="list-style-type: none"> f. Strategies are developed to implement policies and objectives. g. Measures are identified which reflect the success of strategies developed and suitable data collected.
4. Contribute to policy development	<ul style="list-style-type: none"> d. Consultation is regularly undertaken with stakeholders on policy development. e. Advice is provided concerning the employment equity implications of policy.
5. Evaluate and report	<ul style="list-style-type: none"> a. Data used to measure employment equity policy performance is collected and statistically analysed. b. Annual and other reports are produced on employment equity policy performance. c. Results of employment equity strategies and performances are conveyed in a timely and appropriate way to relevant individuals and groups.

Range Of Variables

IMPLEMENT EQUAL EMPLOYMENT EQUITY STRATEGIES

VARIABLE	SCOPE
1. General context	a. Work is performed individually, but the ability to work within a team is required.
2. Worksite environment may include	a. Recording mechanisms/systems may include: a.1. paper-based systems a.2. electronic systems
3. Sources of information/documents may include	a. Sources of information may include: a.1. employment equity legislation a.2. relevant staff and management a.3. industrial relations policies and agreements
4. Workplace context may include	a. Work organisation procedures and practices may include: a.1. security procedures a.2. payroll systems a.3. industrial relations policies and agreements a.4. superannuation procedures a.5. dispatching and collecting procedures a.6. employment policies b. Conditions of service, legislation and industrial agreements including: b.1. Workplace agreements and awards b.2. State, Federal or Territory Legislation
5. Applicable State/Territory/Commonwealth regulations and legislation may include	a. Occupational Health & Safety legislation b. Equal Employment Opportunity legislation c. Public Service Act d. Industrial awards and enterprise agreements

Evidence Guide

IMPLEMENT EQUAL EMPLOYMENT EQUITY STRATEGIES

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. work effectively with others a.3. maintain workplace records a.4. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.5. 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. training and social justice policies and procedures a.2. organisational structure a.3. organisational human resource policies and practices a.4. job description and specifications a.5. referral processes a.6. workplace standards and delegations a.7. quality management a.8. work area business plans a.9. industrial awards and enterprise agreements a.10. oral and written communication skills a.11. interpersonal skills a.12. listening skills a.13. programming and scheduling skills a.14. counselling skills a.15. negotiation skills a.16. contingency planning a.17. record keeping a.18. interviewing skills a.19. consultation skills a.20. data gathering and analysis
4. Resource implications	<p>a. Access to relevant legislation, relevant computer software, staff and management involved in human resource policy making, reports and documentation, negotiation 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>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	2	2	2	1	2	1

PRACTICE

Field L

Resource Management

DESCRIPTION:

This unit covers the skills required to promote operational effectiveness in a group or team.

ELEMENT	PERFORMANCE CRITERIA
1. Contribute positively to the work team environment	<ul style="list-style-type: none"> a. Organisation objectives are identified, interpreted and positively promoted to associated personnel and/or work-team members. b. Communications with associated personnel and/or work team members are effectively established. c. Disputes are resolved through effective negotiation with the relevant individuals or groups. d. Quality assurance measures are maintained, systems improvement suggestions are encouraged, and proposals submitted to relevant authorities.
2. Observe and promote work safety procedures	<ul style="list-style-type: none"> a. Relevant statutory and organisation requirements for Occupational Health and Safety are communicated to all personnel and implemented at all worksites. b. Accidents and injuries are reported and investigated in accordance with organisation policy. c. Potential hazards and safety risks are identified, investigated and recommendations for preventative action referred to appropriate authorities. d. Training in programs of Occupational Health and Safety and First Aid are implemented.
3. Maintain and promote well being of team	<ul style="list-style-type: none"> a. Prescribed medical and physical fitness criteria are promoted and maintained within the work environment. b. Situations threatening safety arising from physical/psychological incompatibility with the work environment are identified and resolved.
4. Participate in competency development	<ul style="list-style-type: none"> a. Competencies required for work are identified, attained and maintained. b. Personal development and other competency development programs are accessed and undertaken. c. Competency deficiencies in personnel are identified and remedial action initiated including counselling is provided where necessary. d. Workplace trainer and assessor requirements are identified and satisfied.

Range Of Variables

PROMOTE EFFECTIVE WORKPLACE PRACTICE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is likely to be carried out without supervision with general guidance on progress and outcomes sought. b. All work is performed in accordance with relevant organisation safeworking practices/procedures and environmental requirements, manufacturers specifications, codes of practice, statutory requirements, Australian Standards and Occupational Health and Safety standards.
2. Worksite environment may include	<ul style="list-style-type: none"> j. The work of others may be supervised or teams guided or facilitated. k. Work environment may in a depot, a worksite, a store as an individual, team leader or co-ordinator. l. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles f. Equipment may include: <ul style="list-style-type: none"> f.1. customer information f.2. organisation procedures f.3. quality assurance policy f.4. relevant OHS guidelines f.5. relevant competency guidelines
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Operational effectiveness information may be obtained from: <ul style="list-style-type: none"> a.1. organisational objectives a.2. customer enquiries, responses and records a.3. quality assurance measures a.4. training materials a.5. competency guidelines
4. Workplace context may include	<ul style="list-style-type: none"> a. Work organisation procedures and practices regarding operational effectiveness. 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 c. Communication and liaison may include that with customers, other authorities, contractors, land-owners and other within the rail freight and public passenger transport industry.
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> a. Occupational Health & Safety legislation b. Equal Employment Opportunity c. Industrial Relations legislation

Evidence Guide

PROMOTE EFFECTIVE WORKPLACE PRACTICE

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 team members a.2. negotiate effectively with individuals or groups a.3. maintain and promote the well being of the team a.4. select and appropriately use protective clothing 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. organisation corporate plans, goals and objectives and industrial relations a.2. communication and negotiation techniques and the benefits, advantages and disadvantages associated with them a.3. group work practices and group dynamics a.4. corporate customer service objectives a.5. organisation procedures related to recording of customer enquiries and actions a.6. dispute settlement processes a.7. organisation occupational health and safety and physical fitness requirements and related first-aid policies a.8. competencies and skills required for workplace career path levels a.9. communicate effectively with customers, associated personnel and all work team members a.10. read, interpret and apply organisation publications, technical instructions and directions a.11. plan and organise work activities a.12. interpret statistics related to workloads and quality assurance measures a.13. lead and co-ordinate the activities of multi-disciplinary work teams or specialist work groups a.14. co-ordinate the promotion of safe work practices, competency enhancement and work practice improvements throughout the work groups a.15. work at heights or in confined spaces as required by the job a.16. settle disputes through face to face and group-based negotiation a.17. maintain the required level of physical fitness in team members a.18. administer first aid treatment including rescue and resuscitation techniques a.19. counsel personnel on work related issues a.20. principles and application of time management
4. Resource implications	<p>a. Access to organisation objectives, customer records and information, quality assurance measures, OHS requirements, competency guidelines.</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>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	2	2	2	1	2	1

DESCRIPTION:

This unit covers planning and documenting identified work requirements and assigning personnel within roster cycles.

ELEMENT	PERFORMANCE CRITERIA
1. Identify operating requirements	<ul style="list-style-type: none"> a. Transport timetables and running times for each line or service are identified and kept updated within roster operations. b. Transport running times are identified for each line or service to ensure all crewing requirements are planned c. Set working or work tasks to be performed are identified for each transport service. d. Contingency plans covering operational problems are identified and impact on crewing needs analysed.
2. Identify tasks and responsibilities and work requirements	<ul style="list-style-type: none"> a. Support activities, where required to facilitate transport arrival and activities, are identified to ensure all crewing requirements are planned. b. Set workings or required work tasks in support activities are identified.
3. Establish work rosters	<ul style="list-style-type: none"> a. Rosters are developed to cover all work requirements with regard to relevant industrial/organisational conditions, absenteeism levels and planned leave. b. Rosters are arranged to allow sufficient flexibility to allow contingency plans to be implemented. c. Rosters are circulated in accordance with organisational policies and procedures for review by affected personnel. d. Relevant OH&S requirements are identified and addressed in the rosters developed. e. Relevant safeworking systems and requirements are identified and addressed in the rosters developed.
4. Finalise work rosters	<ul style="list-style-type: none"> a. Feedback from personnel associated with rosters is addressed and acceptable modifications agreed. b. Final rosters are documented and distributed to ensure work requirements are accurately communicated.

Range Of Variables

DEVELOP ROSTERS

VARIABLE	SCOPE						
1. General context	a. Work is performed under minimal supervision, generally within a team environment						
2. Worksite environment may include	<table border="1"> <tr> <td>a. Work rosters cover: <ul style="list-style-type: none"> a.1. long distance passenger services a.2. urban passenger services a.3. long distance freight services a.4. short distance freight services a.5. maintenance vehicle operations </td> <td>d. Changes to planned services may include <ul style="list-style-type: none"> d.1. changes in demand d.2. response to emergencies d.3. real time issues may include d.4. absenteeism d.5. additional support services due to injury d.6. emergencies </td> </tr> <tr> <td>b. Staff covered by work rosters may include <ul style="list-style-type: none"> b.1. driving and driving support crews b.2. shunting and marshalling crews b.3. terminal personnel b.4. freight handling personnel b.5. station personnel b.6. interchange personnel b.7. transit officers b.8. security officers b.9. revenue collection officers b.10. passenger assist/customer service personnel b.11. yard support personnel b.12. crew transport personnel b.13. transport control centre personnel b.14. traffic officers </td> <td>e. Support activities may include <ul style="list-style-type: none"> e.1. shunting and marshalling e.2. freight loading and unloading e.3. luggage loading and unloading e.4. vehicle loading and unloading e.5. station support activities e.6. interchange support activities e.7. crew transport e.8. training personnel e.9. revenue processing e.10. operations control </td> </tr> <tr> <td>c. Work outcomes or set workings may apply to <ul style="list-style-type: none"> c.1. transport crews c.2. personnel required for support activities c.3. transport control personnel c.4. transport planning personnel </td> <td>f. Contingency plans may include <ul style="list-style-type: none"> f.1. non availability of rollingstock f.2. additional services f.3. non availability of personnel f.4. non availability of material handling equipment f.5. non availability of freight handling equipment f.6. late arrival or cancellation of services </td> </tr> </table>	a. Work rosters cover: <ul style="list-style-type: none"> a.1. long distance passenger services a.2. urban passenger services a.3. long distance freight services a.4. short distance freight services a.5. maintenance vehicle operations 	d. Changes to planned services may include <ul style="list-style-type: none"> d.1. changes in demand d.2. response to emergencies d.3. real time issues may include d.4. absenteeism d.5. additional support services due to injury d.6. emergencies 	b. Staff covered by work rosters may include <ul style="list-style-type: none"> b.1. driving and driving support crews b.2. shunting and marshalling crews b.3. terminal personnel b.4. freight handling personnel b.5. station personnel b.6. interchange personnel b.7. transit officers b.8. security officers b.9. revenue collection officers b.10. passenger assist/customer service personnel b.11. yard support personnel b.12. crew transport personnel b.13. transport control centre personnel b.14. traffic officers 	e. Support activities may include <ul style="list-style-type: none"> e.1. shunting and marshalling e.2. freight loading and unloading e.3. luggage loading and unloading e.4. vehicle loading and unloading e.5. station support activities e.6. interchange support activities e.7. crew transport e.8. training personnel e.9. revenue processing e.10. operations control 	c. Work outcomes or set workings may apply to <ul style="list-style-type: none"> c.1. transport crews c.2. personnel required for support activities c.3. transport control personnel c.4. transport planning personnel 	f. Contingency plans may include <ul style="list-style-type: none"> f.1. non availability of rollingstock f.2. additional services f.3. non availability of personnel f.4. non availability of material handling equipment f.5. non availability of freight handling equipment f.6. late arrival or cancellation of services
a. Work rosters cover: <ul style="list-style-type: none"> a.1. long distance passenger services a.2. urban passenger services a.3. long distance freight services a.4. short distance freight services a.5. maintenance vehicle operations 	d. Changes to planned services may include <ul style="list-style-type: none"> d.1. changes in demand d.2. response to emergencies d.3. real time issues may include d.4. absenteeism d.5. additional support services due to injury d.6. emergencies 						
b. Staff covered by work rosters may include <ul style="list-style-type: none"> b.1. driving and driving support crews b.2. shunting and marshalling crews b.3. terminal personnel b.4. freight handling personnel b.5. station personnel b.6. interchange personnel b.7. transit officers b.8. security officers b.9. revenue collection officers b.10. passenger assist/customer service personnel b.11. yard support personnel b.12. crew transport personnel b.13. transport control centre personnel b.14. traffic officers 	e. Support activities may include <ul style="list-style-type: none"> e.1. shunting and marshalling e.2. freight loading and unloading e.3. luggage loading and unloading e.4. vehicle loading and unloading e.5. station support activities e.6. interchange support activities e.7. crew transport e.8. training personnel e.9. revenue processing e.10. operations control 						
c. Work outcomes or set workings may apply to <ul style="list-style-type: none"> c.1. transport crews c.2. personnel required for support activities c.3. transport control personnel c.4. transport planning personnel 	f. Contingency plans may include <ul style="list-style-type: none"> f.1. non availability of rollingstock f.2. additional services f.3. non availability of personnel f.4. non availability of material handling equipment f.5. non availability of freight handling equipment f.6. late arrival or cancellation of services 						
3. Sources of information/documents may include	a. Documentation may include <ul style="list-style-type: none"> a.1. transport graphs a.2. computers a.3. office machines a.4. hard copy documentation a.5. safe working forms a.6. dangerous goods manifest 						
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. State, Federal or Territory Legislation 						
5. Applicable State/Territory/Commonwealth regulations and legislation may include	a. Applicable procedures and codes may include <ul style="list-style-type: none"> a.1. OH&S legislation, codes of practice, policies and procedures a.2. Organisational policies and procedures related to staffing and passenger and freight train movements a.3. Railways of Australia Code of Practice and Conditions for the Carriage of Dangerous Goods a.4. Safeworking procedures and regulations 						

Evidence Guide

DEVELOP ROSTERS

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 organisation's safeworking and OH&S procedures and regulations a.2. Interpret organisation's industrial awards/agreements as they relate to rosters a.3. Interpret and communicate operational information a.4. Establish work rosters a.5. Complete relevant documentation
2. 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 the job role for persons developing rosters in Australian rail systems
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Allocating of suitably qualified personnel to tasks b. Analytical problem solving related to rostering c. Communication skills d. Contingency planning e. Documentation requirements f. Embarkation and disembarkation requirements g. Equipment capacities and limitations h. Interpreting organisation's industrial awards and/or agreements i. Relevant standards and codes of practice for manual handling j. Interpreting set workings and combined set workings k. Interpreting transport timetables and service details l. Logistical planning m. Negotiating with affected personnel n. OH&S legislation, codes of practice, policies and procedures o. Organisational policies and procedures as they relate to rostering p. Passenger service needs q. Personnel capabilities r. Requirements for absentee coverage s. Safeworking systems and requirements t. Station, interchange and terminal operations, u. Support activities v. Transport services offered by the organisation
4. Resource implications	<ul style="list-style-type: none"> a. Access to roster development activities in real or appropriately simulated environments
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. completing tasks a.2. identifying improvements a.3. applying safety precautions relevant to the task a.4. assessing operational capability of equipment used and work processes selected 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 machinery and equipment capability and limitations b.5. quality procedures (where existing) b.6. security procedures b.7. following enterprise 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	Assessment may occur on the job or in an appropriately simulated 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	2	2	3	2

DESCRIPTION:

This unit covers adjusting rosters in real time to accommodate all forms of alterations contingent with customer requirements, availability of personnel and timetable adjustments to achieve efficient transport services.

ELEMENT	PERFORMANCE CRITERIA
1. Identify changes to timetables, planned activities and support activities	<ul style="list-style-type: none"> a. Changes to transport timetables are identified and their affect on operation and support areas are assessed. b. New work requirements or revised set workings are identified and communicated to appropriate personnel. c. Difficulties relating to new work requirements are resolved with central roster operations and the appropriate work areas. d. Difficulties in achieving changes to work outcomes are resolved with those initiating change within organisational policies and procedures.
2. Confirm changes to planned activities	<ul style="list-style-type: none"> a. Changes to planned services are identified and confirmed and impact on support activities is assessed. b. Support activities required to achieve amended service are assessed and necessary resources are identified and allocated. c. Revised work outcomes or set workings are conveyed to relevant support work area(s) for implementation.
3. Confirm personnel availability	<ul style="list-style-type: none"> a. Amended rosters and work requirements are confirmed and distributed to appropriate work areas. b. Personnel on amended rosters who are required to achieve new work outcomes are notified of changes. c. Difficulties associated with compliance with amended roster(s) or work outcomes are resolved within the work area to the satisfaction of all involved within organisational policies and procedures. d. Agreed work area changes to rostered work or amended work outcomes are communicated to central roster operations and the appropriate personnel records area.
4. Re-allocate personnel and amend rosters	<ul style="list-style-type: none"> a. Agreed changes to rosters are confirmed with appropriate personnel. b. Appropriate arrangements are made for the implementation of amended rosters. c. Personnel are re-allocated to achieve agreed work outcomes or amended set workings. d. Final amendments to rosters are made to achieve agreed work outcomes or set workings. e. Appropriate documents are updated to reflect changes made and ensure their recognition.

Range Of Variables

APPLY AND AMEND ROSTERS

VARIABLE	SCOPE
1. General context	a. Work is performed under minimal supervision, generally within a team environment
2. Worksite environment may include	<ul style="list-style-type: none"> a. Staff covered by work rosters may include <ul style="list-style-type: none"> a.1. driving and driving support crews a.2. shunting and marshalling crews a.3. terminal personnel a.4. freight handling personnel a.5. station personnel a.6. interchange personnel a.7. transit officers a.8. security officers a.9. revenue collection officers a.10. passenger assist/customer service personnel a.11. yard support personnel a.12. crew transport personnel a.13. transport control centre personnel a.14. traffic officers b. Work outcomes or set workings may apply to <ul style="list-style-type: none"> b.1. transport crews b.2. personnel required for support activities b.3. transport control personnel b.4. transport planning personnel c. Changes to planned services may include <ul style="list-style-type: none"> c.1. changes in demand c.2. response to emergencies d. Real time issues may include <ul style="list-style-type: none"> d.1. absenteeism d.2. additional support services due to injury d.3. emergencies
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Documentation may include <ul style="list-style-type: none"> a.1. work rosters a.2. transport graphs a.3. computer files a.4. hard copy documentation a.5. safe working forms a.6. dangerous goods manifest
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. State, Federal or Territory Legislation
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> a. Applicable procedures and codes may include <ul style="list-style-type: none"> a.1. OH&S legislation, codes of practice, policies and procedures a.2. Organisational policies and procedures related to staffing and passenger and freight train movements a.3. Railways of Australia Code of Practice and Conditions for the Carriage of Dangerous Goods a.4. Safeworking procedures and regulations

Evidence Guide

APPLY AND AMEND ROSTERS

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 organisation's safeworking and OH&S procedures and regulations a.2. Interpret organisation's industrial awards/agreements as they relate to rosters a.3. Interpret and communicate operational information a.4. Amend rosters a.5. Complete relevant 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 the job role for persons carrying out rostering activities in Australian rail systems
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Allocating of suitably qualified personnel to tasks b. Analytical problem solving related to rostering c. Communication skills d. Contingency planning e. Documentation requirements f. Embarkation and disembarkation requirements g. Equipment capacities and limitations h. Interpreting organisation's industrial awards and/or agreements i. Relevant standards and codes of practice for manual handling j. Interpreting set workings and combined set workings k. Interpreting transport timetables and service details l. Logistical planning m. Negotiating with affected personnel n. OH&S legislation, codes of practice, policies and procedures o. Organisational policies and procedures as they relate to rostering p. Passenger service needs q. Personnel capabilities r. Requirements for absentee coverage s. Safeworking systems and requirements t. Station, interchange and terminal operations, u. Support activities v. Transport services offered by the organisation
4. Resource implications	<ul style="list-style-type: none"> a. Access to rostering activities in real or appropriately simulated environments
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. completing tasks a.2. identifying improvements a.3. applying safety precautions relevant to the task a.4. assessing operational capability of equipment used and work processes selected 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 machinery and equipment capability and limitations b.5. quality procedures (where existing) b.6. security procedures b.7. following enterprise 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 an appropriately simulated 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	2	3	2	3	3	2

DESCRIPTION:

This unit covers the organising and coordinating the movement of freight to appropriate location within a yard/terminal either prior to loading or after unloading.

ELEMENT	PERFORMANCE CRITERIA
1. Identify loading/unloading requirements and priorities.	<ul style="list-style-type: none"> k. Freight movement requirements are identified using the freight load plan. l. Freight movement priorities are established in accordance with freight movement documentation, organisational policies and procedures. m. Freight movement timings and the availability of loading/unloading equipment are established using appropriate freight movement documentation and train schedules
2. Co-ordinate freight yard movement activities	<ul style="list-style-type: none"> p. Yard freight handling equipment is allocated to loading/unloading operations in line with identified priorities. q. Marshalling of rolling stock and movement of freight are co-ordinated to minimise time and potential damage in the freight transfer. r. Freight for delivery or collection is appropriately and clearly marked and placed in freight holding area according to organisational procedures.

Range Of Variables

ORGANISE FREIGHT YARD MOVEMENT

VARIABLE	SCOPE
1. General context	a. Work is performed under some supervision, generally within a team environment
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. Freight handling equipment may include all forms of freight handling equipment used by a rail organisation for the loading/unloading, lifting, moving or storage of freight, including: <ul style="list-style-type: none"> d.1. Mechanical lifting devices d.2. Forklifts d.3. Pallets e. Rollingstock may include: <ul style="list-style-type: none"> e.1. Train carriages f. Freight may include: <ul style="list-style-type: none"> f.1. packages f.2. luggage f.3. bicycles f.4. animals
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Freight handling requirements may be obtained from: <ul style="list-style-type: none"> a.1. Cartnotes a.2. Delivery notes a.3. Internal documentation used for freight tracking a.4. Special clearances a.5. Consignment notes a.6. Dangerous goods certificates a.7. Authorised weighbridge certificates a.8. List of contents
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. 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 b. Dangerous Goods Legislation

Evidence Guide

ORGANISE FREIGHT YARD MOVEMENT

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. interpret loading and unloading requirements for different types of freight a.2. organise details correctly for loading and unloading. a.3. select and appropriately use protective clothing 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. Train consist documentations a.2. Load details and specifications a.3. Capacity of materials handling equipment a.4. Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods a.5. Organisation's freight tracking system a.6. Organisations operating policies and procedures a.7. Train timetables a.8. Yard operating procedures for rail movements a.9. Marshalling constraints affecting loading/unloading a.10. Planning and organisational skills a.11. Problem solving a.12. Implementing contingency plans a.13. Negotiation techniques a.14. Operating freight tracking system a.15. Leadership coordinating and controlling work teams
4. Resource implications	<p>a. Access to freight yard, freight, relevant documentation, lifting equipment.</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>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	1	2	1	1	1	2

Unit TDT RL 21 98A PLAN TRAIN CONSISTS

Field P

Business Planning

DESCRIPTION:

This unit covers the planning and organising of train consists for planned or scheduled passenger and freight services in the Australian rail systems

ELEMENT	PERFORMANCE CRITERIA
1. Identify passenger requirements and resources	<ul style="list-style-type: none"> a. Passenger usage patterns, specific bookings and external events likely to influence passenger numbers are monitored and applied to train consist planning. b. Requirements for carriages and motive power units for passenger trains are adjusted in light of passenger demand. c. Train crewing needs and/or constraints are identified to ensure consists are compatible with available resources. d. Passenger usage patterns are monitored and train configurations are adjusted in accordance with workplace procedures. e. Shunting and marshalling requirements are identified for planned consists in accordance with timetable requirements. f. Consists are planned taking into account identified passenger requirements, available resources and safeworking procedures and regulations including the planned movement of passengers within and across the boundaries controlled by other organisations.
2. Plan stopping and loading patterns for passenger services	<ul style="list-style-type: none"> a. Train timetables for regular services are reviewed taking into account need for appropriate provision for stopping and loading. b. Special passenger train timings are assessed and appropriate provision is made for stopping and passenger loading. c. Train stopping patterns and duration are monitored and used in the review of timetables and set workings. d. Train timetables are checked to ensure any adjustment to stopping patterns do not breach organisational policies and procedures e. Relevant OH&S requirements are identified and included in the planning considerations for passenger movement.
3. Plan connections with other passenger services	<ul style="list-style-type: none"> a. Train timetables are compared with timetables from other passenger services for co-ordination purposes. b. Passenger flow patterns for related services are checked to ensure smooth flow patterns. c. Modifications to existing timetables are planned to ensure mutually supporting passenger services are achieved where possible. d. Plan identifies and includes suitable passenger transit holding areas between services. e. Timetable reviews and passenger flow issues are discussed with the appropriate external passenger service providers. f. Procedures for resolving passenger connections difficulties are identified and implemented.
4. Identify freight requirements and resources	<ul style="list-style-type: none"> a. Regular bookings for account customers for normal rail services are confirmed and details forwarded to operations control. b. Additional bookings for non account customers are clarified with the customer and confirmation of bookings and train details are provided to the customer. c. Details of regular and additional rail services including planned running times, rollingstock and capacities are confirmed.
5. Plan consists and loads for freight trains	<ul style="list-style-type: none"> a. Consists are planned taking into account the need to move freight efficiently within constraints of wagon availability, motive power availability, personnel availability, track layout, track condition, gauge and weight. b. Confirmed loads are allocated to suitable wagons and located within train consist to suit priorities. c. Dangerous goods are identified for labelling and are located within the train consist as required under appropriate legislation and operational requirements. d. Consists are planned to meet all requirements during planned movement of freight within and across the boundaries controlled by other organisations. e. Details of train consist is forwarded to yard/terminal operations for freight loading planning purposes. f. Maximum tonnage/train is identified and details forwarded for motive power allocation. g. Relevant OH&S requirements are identified and included in the planning considerations for loading/unloading of freight.

Range Of Variables

PLAN TRAIN CONSISTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is performed under some supervision, generally within a team environment b. Rolling stock may include all forms of rail cars, wagons and carriages in service within Australian rail systems.
2. Worksite environment may include	<ul style="list-style-type: none"> a. Operations conducted by day or night in all relevant weather conditions. b. Passenger movement may include <ul style="list-style-type: none"> b.1. Urban b.2. Long distance c. Passenger resources may include <ul style="list-style-type: none"> c.1. Resources required at embarkation c.2. Resources required at disembarkation c.3. Resources required during transit d. Passenger train stopping and loading patterns may include <ul style="list-style-type: none"> d.1. Urban trains frequently stopping at urban stations and for short duration d.2. Stopping patterns for long distance train travel e. Special passenger trains may include <ul style="list-style-type: none"> e.1. Urban and long distance passenger trains required to cater for agreed special events f. Other passenger services may include <ul style="list-style-type: none"> f.1. Those provided by own organisation f.2. Other private and public transport providers using train, tram, bus, ferry, ship, air or road vehicular travel services g. Freight rail services include <ul style="list-style-type: none"> g.1. Normal or standard rail freight services g.2. Special freight services offered to key account customers g.3. Rail freight services integrated with other freight handling and delivery services h. Train details include <ul style="list-style-type: none"> h.1. Running times h.2. Factors affecting load capacity for all relevant train services provided
3. Sources of information/documents may include	<ul style="list-style-type: none"> a. Documentation may include <ul style="list-style-type: none"> a.1. All forms of documentation used by the organisation for planning train support activities including passenger / freight booking and follow-up documentation a.2. Policies and procedures applicable to arrangements for passenger / freight conveyance
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 State, Federal or Territory Legislation
5. Applicable State/Territory/Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> a. Applicable procedures and codes may include <ul style="list-style-type: none"> a.1 OH&S legislation, codes of practice, policies and procedures a.2 Organisational policies and procedures related to passenger and freight train movements a.3 Railways of Australia Code of Practice and Conditions for the Carriage of Dangerous Goods a.4 Safeworking procedures and regulations

Evidence Guide

PLAN TRAIN CONSISTS

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 organisation's safeworking and OH&S procedures and regulations a.2 Obtain, interpret and communicate operational information a.3 Plan passenger or freight train consists a.4 Complete relevant 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 the job role for persons planning passenger or freight train consists in the Australian rail system
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Applying appropriate computer program(s) b. Applying negotiating techniques c. Appropriate train consists d. Classes of passenger travel e. Communication techniques f. Customer liaison g. Developing and prioritising work plans h. Interpreting relevant organisational policies and procedures i. Interpreting timetables j. Interpreting train graphs and diagrams k. Locomotive and wagon details available for use l. OH&S legislation, codes of practice, policies and procedures m. Operation of relevant computer program(s) n. Planning passenger support services including transit arrangements o. Platform and station details p. Problem solving q. Railways of Australia <i>Code and Practices and Conditions for the Carriage of Dangerous Goods</i> r. Safeworking systems and requirements applicable to track used and appropriate rail authority s. Selecting the most cost effective locomotive(s) and wagons to provide required train services t. Shunting and marshalling requirements u. Signalling equipment used at the stations or platforms v. Track knowledge including gradients, speeds, maximum train lengths, height and width, for all sections of track to be used or the rail service offered by the organisation
4. Resource implications	<ul style="list-style-type: none"> a. Access to consist planning activities and associated resources in real or appropriately simulated environments
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1 completing tasks a.2 identifying improvements a.3 applying safety precautions relevant to the task a.4 assessing operational capability of equipment used and work processes selected 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 machinery and equipment capability and limitations b.5 quality procedures (where existing) b.6 security procedures b.7 following enterprise 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 an appropriately simulated 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	3	3	3

DESCRIPTION:

This unit involves the application of enterprise procedures to the conduct of work and self management within an enterprise environment

ELEMENT	PERFORMANCE CRITERIA
<p>11. Identify major zones of the enterprise, in terms of functions, organisational structures and occupation</p>	<ul style="list-style-type: none"> k. Layout of the enterprise, the flow of goods and the work activities conducted in each zone are identified l. Organisational structure of the enterprise and the relationship of structure to each occupation and classification grouping is outlined m. The types of storage facilities in the enterprise, their purpose and (any) risk factors attached to them is identified n. Equipment and technology used in the enterprise is outlined in terms of function and physical characteristics o. Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties
<p>12. Organise and accept responsibility for own workload</p>	<ul style="list-style-type: none"> a. Priorities and deadlines are established in consultation with other (as appropriate) and recorded b. Work activities are planned and progress of work is communicated to others whose personal work plans and timelines are affected c. Work is completed to the standard expected in the enterprise 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>13. Apply ethical practices</p>	<ul style="list-style-type: none"> a. Enterprise 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. Enterprise security policies are identified including the relationship to personal job role
<p>14. 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>15. Participate in identifying and meeting own learning needs</p>	<ul style="list-style-type: none"> a. Operations of the enterprise, enterprise 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>16. 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 enterprise 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
<p>17. Maintain personal equipment and clothing</p>	<ul style="list-style-type: none"> a. Personal equipment/clothing is inspected to ensure that it is clean, free from damage and conforms to enterprise requirements b. Faulty or damaged equipment/clothing is recorded and either repaired or reported in accordance with enterprise procedures c. Replacement personal equipment/clothing is requested in accordance with enterprise procedures

Range Of Variables

COMPLETE INDUCTION PROCEDURES

VARIABLE	SCOPE
12. Workplace context	<ul style="list-style-type: none"> o. This unit covers work of transport and distribution personnel for the delivery of valuables, secured products, documents and materials p. Work performed under general or limited supervision q. Customers may be internal or external r. Operations conducted day or night s. Consultative processes may involve <ul style="list-style-type: none"> s.1. Clients s.2. Private security personnel s.3. Public sector security personnel s.4. Police s.5. Security consultants s.6. Other employees and supervisors s.7. Management s.8. Union representatives s.9. Industrial relations, occupational health and safety specialists s.10. Other professional or technical staff
13. Sources of information/documents may include but are not limited to	<ul style="list-style-type: none"> t. Operations manuals u. Induction documentation v. Competency standards and training materials w. Job specifications and procedures x. Manufacturer's specifications y. HAZCHEM codes and dangerous/hazardous goods z. Enterprise operating procedures and policies aa. Supplier and/or client instructions bb. Materials safety data sheets cc. Communications technology equipment, oral, aural or signed communications dd. Work procedures and practices ee. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> ee.1. Enterprise agreements and awards ee.2. Occupational health and safety procedures ee.3. Level of security clearance ff. Applicable State, Territory, Commonwealth legislation and regulations which relate to <ul style="list-style-type: none"> ff.1. Occupational health and safety regulations and legislation ff.2. Workplace Relations Act(s) ff.3. Privacy Acts ff.4. Manual handling ff.5. Fire arms Acts ff.6. Licensing and permits for firearms and security occupations ff.7. Workers compensation ff.8. Licensing requirements for driving and carrying particular classes of goods ff.9. Dangerous goods ff.10. Environment Protection Legislation ff.11. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation ff.12. Traffic Acts gg. Standards and certification requirements hh. Quality assurance procedures ii. Emergency procedures
14. Job role specific factors	<ul style="list-style-type: none"> q. Work may involve deliveries, related clerical, packing and or load shifting activities and activities associated with the planning of work

Evidence Guide

COMPLETE INDUCTION PROCEDURES

1. 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 enterprise structure and roles and responsibilities of the individual's authority system and contracts including appropriate security knowledge and skills c.3. Follow procedures c.4. Work cooperatively as part of a team c.5. Locate, interpret and apply relevant information c.6. Maintain enterprise records and documentation c.7. Identify and safely handle equipment and goods c.8. 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. Permits and licence requirements a.3. Requirements for approved work procedures and relevant equipment a.4. Application of relevant industrial and 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	<ul style="list-style-type: none"> a. Access to enterprise structure and 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, enterprise operations, equipment and materials carried c. Modifies work practices to cater for variations in Workplace contexts and environments d. Work consistently shows 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. 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"> c. 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	2	1	1	1	1

DESCRIPTION:

This unit applies to 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 g.4. industry standards according to the nature of the task g.5. hazard identification g.6. issue resolution procedures g.7. job procedures and work instructions g.8. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items g.9. quality assurance procedures (where existing) g.10. security procedures g.11. following recognised housekeeping processes g.12. 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 M1 97A PREPARE FOR TRAINING (CATEGORY 1)

Field M Training

DESCRIPTION:

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
1. Confirm the need for training	<ul style="list-style-type: none"> a. The specific training need is identified or advised by appropriate personnel b. The specific training need is confirmed with appropriate personnel c. The training objectives reflect the specific training need
2. Plan and document training session	<ul style="list-style-type: none"> a. Training outcomes are clearly stated b. Steps in the training session follow a logical sequence <ul style="list-style-type: none"> b.1. the training outcomes b.2. employee characteristics b.3. availability of equipment and resources c. Plans for skills practice by employees are made d. Tools, equipment and other resources required are identified e. Provision for monitoring employees progress is made f. Evidence required for assessment and how it will be collected is stated
3. Arrange location and resources	<ul style="list-style-type: none"> a. Resources required for training are identified and approved by appropriate personnel b. Suitable locations for the training are arranged c. The equipment, tools and other resources required are available when needed d. Arrangements are made with any people who are required to help in the training session or in the follow-up to the training session e. The training environment is arranged to simulate work tasks
4. Notify employees	<ul style="list-style-type: none"> a. Employees are notified of the purpose, likely outcomes, time and place of the training session b. Employees' supervisor(s) are notified of the time and place of the training and of any other requirements for the training session

Range of Variables

PREPARE FOR TRAINING (CATEGORY 1)

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. 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
2. Sources of information/documents may include	<ul style="list-style-type: none"> a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information b. Manufacturer's specifications c. Enterprise operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Codes of Practice g. Legislation and Regulations h. Award, Enterprise Bargaining Agreement, other industrial arrangements i. Standards and certification requirements j. Quality assurance procedures.
3. 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
4. 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. Equal Employment and Equal Employment Opportunity Legislation j. State/Territory Training Authority Legislation and Regulations k. Emergency Procedures

Evidence Guide

PREPARE FOR TRAINING (CATEGORY 1)

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. support learning of self and others a.3. work effectively with others a.4. convey information in written and oral form a.5. maintain workplace records a.6. explain requirements for the training and provide individualised help to promote learning a.7. explain to others the need for training, the outline of the training session and intended outcomes of the training a.8. select training method and location a.9. recognise individual differences in employees undertaking training and adjust training strategy to suit a.10. plan training session (in writing)
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 particularly <i>Deliver Training</i></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. competency in the units being taught a.2. familiarity with the workplace application of the related units of competency for this training and any pre-requisite units a.3. communication skills appropriate for the explanation and oral questioning of employees undertaking training a.4. application of relevant industrial requirements
4. Resource implications	<p>a. Access to appropriate units of competency, facilities and potential target audience</p>
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. identifying improvements a.3. organising training site and any equipment requirements a.4. providing feedback to employee undertaking training and relevant supervisory personnel 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. job procedures and work instructions b.3. quality assurance procedures (where existing) b.4. security procedures 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	<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
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
1. Prepare employees	<ul style="list-style-type: none"> a. The objectives of the training session are explained and discussed with the employees b. The sequence of activities to be followed in the training session is explained to employees c. Employees are made aware of the work application of the skill or job being taught d. Any barriers to the performance of the required competencies being taught are identified and discussed with employees e. The assessment process, reasons and desired outcomes are explained to employees
2. Instruct employees	<ul style="list-style-type: none"> a. A systematic approach is taken to instruction, taking into account <ul style="list-style-type: none"> a.1. explanation a.2. demonstration a.3. review a.4. employee responses a.5. employee demonstration a.6. feedback b. Instruction process is revised and modified as necessary to meet the employee's learning needs c. Employees are encouraged by positive comments from the trainer d. Feedback during instruction is designed to help employees learn from their mistakes e. Employees are encouraged and guided to evaluate their own performance and diagnose it for improvement
3. Provide opportunities for practice	<ul style="list-style-type: none"> a. Practice opportunities are provided according to the specific learning situation and the training objectives b. Constructive feedback and reinforcement are provided during practice c. Employees' readiness for assessment is monitored
4. Confirm employee has reached required standard of performance	<ul style="list-style-type: none"> a. Evidence of satisfactory performance by the employee is collected in accordance with the training session plan b. The employee is advised when they have reached the required standard of performance c. Other appropriate personnel are advised that the employee has reached the required standard of performance

Range of Variables

DELIVER TRAINING (CATEGORY 1)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Training may be for single employees or small groups b. Training delivery may be on the job or in a simulated setting c. Work is performed under some supervision, generally within a team environment d. Customers may be internal or external e. Enterprises may comprise large, medium or small worksites f. Work may be undertaken in various work environments g. 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 h. Operations conducted by day or night
2. Sources of information/documents may include	<ul style="list-style-type: none"> a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information b. Manufacturer's specifications c. Enterprise operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Codes of Practice g. Legislation and Regulations h. Award, Enterprise Bargaining Agreement, other industrial arrangements i. Standards and certification requirements j. Quality assurance procedures.
3. 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 c.6. registered training provider personnel
4. 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. Equal Employment and Equal Employment Opportunity Legislation j. State/Territory Training Authority Legislation and Regulations k. Emergency Procedures

Evidence Guide

DELIVER TRAINING (CATEGORY 1)

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. support learning of self and others a.3. work effectively with others a.4. convey information in written and oral form a.5. maintain workplace records a.6. follow the (written) plan to conduct the training making appropriate adjustments for context and participant(s) a.7. provide practical demonstrations as part of the explanation process a.8. reinforce consistent application by participants of desirable attributes a.9. encourage practice and feedback from participants a.10. assist participants to access required information and use it to inform learning
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 particularly <i>Prepare for Training</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. competency in the units being taught a.2. familiarity with the workplace application of the related units of competency for this training and any pre-requisite units a.3. communication skills appropriate for the explanation and oral questioning of employees undertaking training a.4. application of relevant industrial requirements a.5. range of delivery strategies a.6. questioning techniques a.7. contingency management a.8. coaching and mentoring approaches
4. Resource implications	<ul style="list-style-type: none"> a. Access to plans for training, appropriate facilities and employees wishing to take part in training
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. identifying improvements a.3. organising training site and any equipment requirements a.4. providing feedback to employee undertaking training and relevant supervisory personnel b. Actively provides feedback to participants with encouragement, hints for improvement and direction where this is required. Adjusts presentation to suit audience and context
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 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
1. Evaluate training session	<ul style="list-style-type: none">a. Employees are asked to assess personal ability to apply the required competencies as a result of the training session(s) and discuss possible improvementsb. Employees' reaction to the training session is soughtc. Own performance is reviewed against session objectives and in response to employees' commentsd. Review comments are summarisede. The results of the evaluation are used to guide future training effort
2. Record training	<ul style="list-style-type: none">a. The details of the employees who have completed the training are accurately recorded according to the organisation's requirementsb. Other records as required by legislation or agreement are keptc. Records are released to authorised personnel onlyd. Records are securely stored
3. Provide information on training	<ul style="list-style-type: none">a. Information on training proposed, in hand or completed is readily available to managementb. Information on appropriate, available training is provided to employees on request

Range of Variables

REVIEW TRAINING (CATEGORY 1)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Training may be for single employees or small groups b. Training delivery may be on the job or in a simulated setting c. Work is performed under some supervision, generally within a team environment d. Customers may be internal or external e. Enterprises may comprise large, medium or small worksites f. Work may be undertaken in various work environments g. 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 h. Operations conducted by day or night
2. Sources of information/documents may include	<ul style="list-style-type: none"> a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information b. Manufacturer's specifications c. Enterprise operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Codes of Practice g. Legislation and Regulations h. Award, Enterprise Bargaining Agreement, other industrial arrangements i. Standards and certification requirements j. Quality assurance procedures
3. 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 c.6. registered training provider personnel
4. 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. Equal Employment and Equal Employment Opportunity Legislation j. State/Territory Training Authority Legislation and Regulations k. Emergency Procedures

Evidence Guide

REVIEW TRAINING (CATEGORY 1)

1. Critical Aspects of Evidence	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <p>a.1. locate, interpret and apply relevant information</p> <p>a.2. support learning of self and others</p> <p>a.3. work effectively with others</p> <p>a.4. convey information in written and oral form</p> <p>a.5. actively encourage participants to offer suggestions for improvements to training</p> <p>a.6. complete accurate records of training conducted, participant involvement, competencies addressed and participant achievement in relation to demonstration of required competencies</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 particularly <i>Deliver Training</i></p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <p>a.1. familiarity with the workplace application of the units of competency is required for this training and any pre-requisite units</p> <p>a.2. communication skills appropriate for gathering evidence regarding the usefulness of training</p> <p>a.3. application of relevant industrial requirements</p> <p>a.4. application of enterprise and provider policies, equal opportunity and equal employer opportunity legislation and processes</p> <p>a.5. maintenance of confidentiality of records</p> <p>a.6. ethical handling of performance issues</p>
4. Resource implications	<p>a. Access to records system for training, information, and participants from training sessions, relevant trainers and supervisory staff (where appropriate)</p>
5. Consistency in Performance	<p>a. Applies knowledge and skills when</p> <p>a.1. Identifying review strategies</p> <p>a.2. Conducting discussions with training participants</p> <p>a.3. Recording outcomes of training</p> <p>a.4. Making recommendations for improvement</p> <p>a.5. Completing workplace documentation</p> <p>b. Shows evidence of application of relevant workplace procedures including</p> <p>b.1. hazard policies and procedures including Codes of Practice</p> <p>b.2. job procedures and work instructions</p> <p>b.3. quality assurance procedures (where existing)</p> <p>b.4. security procedures</p> <p>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>d. Recognises and appropriately deals with 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
3	2	2	2	2	3	3

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
1. Confirm the needs for training	<ul style="list-style-type: none"> a. Information on training needs is collected using appropriate investigation methods b. Appropriate methods of analysis are used to interpret the information c. Conclusions about the need for training are verified with appropriate personnel
2. Define training requirements	<ul style="list-style-type: none"> a. Competencies that relate to specific jobs, roles or functions are identified b. Applicable endorsed competency standards are obtained and used c. Competencies held by individuals are correctly compared with competencies required for the job, role or function d. Training outcomes are identified in consultation with relevant parties e. Barriers to learning are identified
3. Develop training programs	<ul style="list-style-type: none"> a. The outcomes of training will meet the performance and underpinning knowledge requirements for the relevant unit(s) b. Sequence and timing of the learning activities are recorded c. Strategies are adopted to make training accessible and effective for all employees d. Strategies to overcome barriers to learning are developed e. Training methods are identified which are appropriate for <ul style="list-style-type: none"> e.1. the training outcomes e.2. employee characteristics e.3. availability of equipment and resources f. Training is designed and developed so that, at appropriate stages, learning will be confirmed and feedback provided to employees g. Opportunity is provided for employees to relate learning to their work situation h. Employees are given the opportunity to manage their own learning i. Learning materials are identified j. Evidence required for assessment and how it will be collected is stated k. Training costs are identified and confirmed with appropriate personnel
4. Prepare learning materials	<ul style="list-style-type: none"> a. Outcomes of the training including relevant unit ,or units, of competency are listed b. Design decisions are taken to overcome barriers to learning c. Subject matter required to achieve the competencies is specified d. Formats for the material are selected which enhance the learning capability of employees e. Text appropriate in terms of language, style and level, is used f. Clear, accurate visual materials conforming to display conventions are used g. Instructions for use of required equipment are provided h. Copyright laws are observed
5. Manage training events	<ul style="list-style-type: none"> a. Resources required for training are identified, and approved by appropriate personnel b. A training location is identified and arranged to support the learning opportunities specified c. The required equipment, tools and other resources are identified and arranged to support the learning opportunities specified d. Arrangements are made with any people who are required to help in the training program e. The training environment arranged is safe and accessible
6. Establish training data bank	<ul style="list-style-type: none"> a. A list of internal training resource people is maintained b. External people from whom information on training can be obtained are identified and recorded c. Training materials and information on training and assessment are held in an accessible form d. An up to date register of likely external courses and providers is maintained

Range of Variables

PREPARE FOR TRAINING (CATEGORY 2)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Training is for facilitating group learning b. Training delivery may be on the job or in a simulated setting, utilising a range of methods, locations and contexts c. Training may involve single site or multi site operations d. Outcomes of training and assessment impact on organisational effectiveness e. Work is performed under some supervision, generally within a team environment f. Customers may be internal or external g. Enterprises may comprise large, medium or small worksites h. Work may be undertaken in various work environments i. 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 j. Operations conducted by day or night
2. Sources of information/documents may include	<ul style="list-style-type: none"> a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information b. Manufacturer's specifications c. Enterprise operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Codes of Practice g. Legislation and Regulations h. Award, Enterprise Bargaining Agreement, other industrial arrangements i. Standards and certification requirements j. Quality assurance procedures
3. 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 c.6. registered training provider personnel
4. 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. Equal Employment and Equal Employment Opportunity Legislation j. State/Territory Training Authority Legislation and Regulations k. Emergency Procedures

Evidence Guide

PREPARE FOR TRAINING (CATEGORY 2)

1. Critical aspects of evidence	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> a.1. Analyse training needs of individuals and particular target groups a.2. Match training needs to endorsed units of competency a.3. Devise training system to implement required competencies within the workplace context a.4. Identify support mechanisms for employees requiring language or other particular training support a.5. 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 a.6. Select suitable learning resources and customise them for the delivery setting a.7. Design and produce resources to meet identified gaps a.8. Access appropriate training venues and areas and arrange appropriately for the required training outcomes
2. Interdependent Assessment	<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. Applications of Transport and Distribution Competency Standards and Australian Qualifications Framework (AQF) in the enterprise a.2. Relationships of units of competency and enterprise industrial agreements and skill based classification systems a.3. Applications of the relevant enterprise policies and procedures that apply to that work and (any) related legislation on regulatory requirements a.4. Design and copyright considerations for learning resources a.5. Sources of assistance for participants requiring language or other particular training support a.6. Adapt learning resources including modules and learner guides to suit target audience and delivery context a.7. Requirements for compliance with copyright law for resources used in training
4. Resource implication	<ul style="list-style-type: none"> a. Access to target audience, potential opportunities to identify training needs in an organisational context, relevant standards and resources
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. Identifying training needs for individuals and organisations a.2. Planning for training sessions a.3. Preparing resources a.4. Organising training events b. Ensuring observance of occupational health & safety and security standards c. Follows enterprise procedures for planning of training, accessing participants and resources, venues and equipment for training purposes d. Records of training resources maintained e. Planned training meets enterprise/participant-training needs
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	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
1. Prepare employees for the learning experience	<ul style="list-style-type: none"> a. Objectives of the training session(s) and the units of competency to be achieved are explained to, and discussed with, employees b. Any barriers to learning are explored with employees c. The sequence of activities to be followed in the training program is explained to employees d. Ways in which the competencies are to be developed and assessed are explained to, and discussed with employees
2. Present training session	<ul style="list-style-type: none"> a. Presentation and training methods are structured and appropriate for the development of the competencies by the employees b. Presentation and training methods provide variety, encourage participation and reinforce key points c. Presentation process is reviewed and modified as necessary to meet employees' learning needs d. Training equipment and materials are used in a way that enhances learning e. Information is clear and accurate and presented in correct sequence f. Employees are encouraged to participate by asking questions, clarifying points of concern and contributing comments at appropriate and identified stages g. Supplementary information is provided to enhance and clarify understanding as required h. Summaries of key points are used at appropriate times in the presentation session to reinforce learning
3. Support employees in managing own learning	<ul style="list-style-type: none"> a. Resource materials suitable for self-managed learning are provided b. The requirements for the effective participation in the learning process is explained c. Health and safety hazards are pointed out to employees d. Timely information and advice is given to employees during the learning process e. Participant learning progress is monitored and assistance is provided to those who require help f. Opportunities to make choices and decisions are provided
4. Facilitate group learning	<ul style="list-style-type: none"> a. The rationale, process and outcomes expected from the group training session(s) are explained to employees b. Group training methods are used to maximise learning effectiveness c. Individuals are assigned to groups in which they can work effectively d. Groups are provided with clear directions, and guidance on content and process as required e. Groups are assisted to recognise the needs and requirements of individual members f. Interventions by the trainer in group discussions are properly managed g. Review of effectiveness of group activities and learning approaches is shared between the participants and the trainer
5. Provide opportunities for practice	<ul style="list-style-type: none"> a. Practice opportunities are provided according to the specific learning situation and the training program b. Employees' readiness for assessment as having achieved competency is monitored and discussed with employees c. Process, rationale and outcomes of practice are discussed with employees d. Constructive feedback and reinforcement are provided during practice
6. Provide feedback on progress to employees	<ul style="list-style-type: none"> a. Employees' progress is evaluated against learning outcomes, organisation and employee goals b. Feedback is given to employees on the outcomes of progress review c. Employees are helped to consider and evaluate individual and group progress d. Progress results are diagnosed to provide a guide for the approach to next steps in training
7. Review delivery experience	<ul style="list-style-type: none"> a. Employees' reaction to the delivery is sought and discussed at appropriate times b. Trainer's performance is self-assessed against predetermined goals c. Adjustments to delivery practices are considered and incorporated

Range of Variables

DELIVER TRAINING (CATEGORY 2)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Training is for facilitating group learning b. Training delivery may be on the job or in a simulated setting, utilising a range of methods, locations and contexts c. Training may involve single site or multi site operations d. Outcomes of training and assessment impact on organisational effectiveness e. Work is performed under some supervision, generally within a team environment f. Customers may be internal or external g. Enterprises may comprise large, medium or small worksites h. Work may be undertaken in various work environments i. 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 j. Operations conducted by day or night
2. Sources of information/documents may include	<ul style="list-style-type: none"> a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information b. Manufacturer's specifications c. Enterprise operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Codes of Practice g. Legislation and Regulations h. Award, Enterprise Bargaining Agreement, other industrial arrangements i. Standards and certification requirements j. Quality assurance procedures
3. 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 c.6. registered training provider personnel
4. 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. Equal Employment and Equal Employment Opportunity Legislation j. State/Territory Training Authority Legislation and Regulations k. Emergency Procedures

Evidence Guide

DELIVERY TRAINING (CATEGORY 2)

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Use the training program and the relevant units of competency to deliver training customised to the group and delivery context b. Access support mechanisms for employees requiring language or other training support c. Select and use a range of delivery methods to suit participants, context and competencies to be achieved d. Operate within a variety of training contexts and with varied groups of participants e. Provide support to individual learners within a group-training 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. Applications of Transport and Distribution Competency Standards and Australian Qualifications Framework (AQF) in the enterprise a.2. Relationships of units of competency and enterprise industrial agreements and skill based classification systems a.3. Applications of the relevant enterprise policies and procedures that apply to that work and (any) related legislation on regulatory requirements a.4. Principles of adult learning and required knowledge for the unit(s) of competency a.5. Alternate delivery strategies and approaches a.6. Range of resource materials available a.7. Focus of operation of work systems, equipment or management, site and organisational operating procedures a.8. Application of relevant industrial or other legislative requirements a.9. Identification and correct use of equipment, processes and procedures a.10. Modifying activities dependent on differing workplace contexts and environment
4. Resource implications	<ul style="list-style-type: none"> a. Access to training situations and groups requiring training
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. Questioning individuals a.7. Providing instruction and information b. Follows enterprise policy for training and record keeping c. Responds to feedback and modifies delivery to improve performance d. Shows evidence of application of relevant workplace procedures <ul style="list-style-type: none"> d.1. Hazard policies and procedures including Codes of Practice d.2. Issue resolution procedures d.3. Security procedures. e. Recognises and adapts appropriately to cultural differences in the workplace including models of behaviour and interactions among staff and others
6. Context for assessment	<ul style="list-style-type: none"> a. 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
3	3	2	3	2	3	2

DESCRIPTION:

Promotion and evaluation of training effort

ELEMENT	PERFORMANCE CRITERIA
1. Evaluate training	<ul style="list-style-type: none"> a. Training is evaluated against identified needs and outcomes b. Employees are encouraged to raise problems or difficulties with any aspect of the training session c. Employees' reaction to training session is sought d. Employees are encouraged to evaluate own progress towards achieving competency e. Own performance is reviewed against session objectives and in response to employee's comments f. Provision of training within approved budget is reviewed g. The results of the evaluation are used to guide further training
2. Record training data	<ul style="list-style-type: none"> a. Details of training program and participants are recorded in accordance with organisations/industry and/or legislative requirements b. An appropriate means of storing information on employees, training programs, and equipment, materials and resources is established and maintained c. Existing recording systems are reviewed and improvements suggested d. Training records are made available to authorised persons and employees at the required times according to organisational requirements e. Records are securely stored
3. Report on training	<ul style="list-style-type: none"> a. Reports on training in the organisation are prepared and provided according to organisational requirements b. Reports are made on future training initiatives c. Information on achievements of the organisation's training is analysed and publicised d. The contribution of training to organisational goals is reported
4. Promote training	<ul style="list-style-type: none"> a. Advice on the development of training plans is provided to appropriate committees, or personnel b. Information on planned training events is made widely available c. Benefits of training to individuals and the organisation are publicised d. Promotional activities are regularly monitored for effectiveness e. Information is distributed concerning the relationship between training reform and the organisation

Range of Variables

REVIEW AND PROMOTE TRAINING (CATEGORY 2)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Training may be conducted by subordinates, peers, supervisors or external contractors or Registered Training Organisation b. Training delivery may be on the job or in a simulated setting, utilising a range of methods, locations and contexts c. Training may involve single site or multi site operations d. Outcomes of training and assessment impact on organisational effectiveness e. Work is performed under some supervision, generally within a team environment f. Customers may be internal or external g. Enterprises may comprise large, medium or small worksites h. Work may be undertaken in various work environments i. 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 j. Operations conducted by day or night.
2. Sources of information/documents may include	<ul style="list-style-type: none"> a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information b. Manufacturer's specifications c. Enterprise operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Codes of Practice g. Legislation and Regulations h. Award, Enterprise Bargaining Agreement, other industrial arrangements i. Standards and certification requirements j. Quality assurance procedures.
3. 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 c.6. Registered training provider personnel
4. 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. Equal Employment and Equal Employment Opportunity Legislation j. State/Territory Training Authority Legislation and Regulations k. Emergency Procedures

Evidence Guide

REVIEW AND PROMOTE TRAINING (CATEGORY 2)

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 organisational training needs and promote training appropriate for those needs a.2. Describe the positive outcomes for organisations and individuals arising from training and assessment a.3. Manage and make available to relevant personnel, information on training reforms and relating to the industry a.4. Develop and use systems to obtain qualitative and quantitative data to improve organisational performance in relation to training outcomes a.5. Provide reports to relevant organisations on training needs and outcomes
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. Applications of Transport and Distribution Competency Standards and Australian Qualifications Framework (AQF) in the enterprise a.2. Relationships of units of competency and enterprise industrial agreements and skill based classification systems a.3. Applications of the relevant enterprise policies and procedures that apply to that work and (any) related legislation on regulatory requirements a.4. Design and copyright considerations for learning resources a.5. Evidence gathering for evaluation purposes a.6. Adaptation and use of training record systems for formative as well as final assessments
4. Resource implications	<ul style="list-style-type: none"> a. Access to training record systems, programs, participants, and trainers b. Opportunities to discuss training outcomes with participants' supervisors
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies knowledge and skills when <ul style="list-style-type: none"> a.1. Preparing reports a.2. Recommending improvements a.3. Contributes effectively to the development of enterprise training policy a.4. Responds promptly to requests to identify training needs and proposes appropriate solutions a.5. Records systems confidentiality maintained within enterprise policy
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	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
18. Identify and explain the context for assessment	<p>p. Discuss the context and purpose of assessment with the person(s) being assessed and confirm that it is understood</p> <p>q. 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>r. Explain and obtain agreement for the assessment procedure</p> <p>s. Identify and explain any legal and ethical responsibilities associated with assessment to the person(s) being assessed</p> <p>t. Check whether the person(s) being assessed requires the allowable adjustments in the assessment procedure applying to those with special needs</p>
19. Plan evidence gathering opportunities	<p>q. Identify opportunities to gather evidence of competency which occur as part of workplace or training activities</p> <p>r. Identify the need to gather additional evidence which may not occur as part of workplace or training activities</p> <p>s. Plan and schedule all evidence gathering activity in accordance with the assessment procedure</p> <p>t. Ensure that the planned approach to gathering evidence will provide sufficient, reliable, valid and fair evidence of competency</p> <p>u. Ensure that the planned approach to gathering evidence will cover the four dimensions of competence</p> <p>u.1. Task skills</p> <p>u.2. Task management skills</p> <p>u.3. Contingency management skills</p> <p>u.4. Job/role environment skills</p>
20. Organise assessment	<p>j. Obtain and arrange the resources specified in the assessment procedure</p> <p>k. Inform the relevant people of assessment plans</p> <p>l. Check that the assessment environment is safe and accessible</p> <p>m. Explain the assessment arrangements and requirements simply and clearly to the person(s) being assessed</p> <p>n. Obtain agreement regarding assessment arrangements with person(s) being assessed</p>
21. Gather evidence	<p>h. Put the person(s) being assessed at ease</p> <p>i. Gather all the evidence specified in the assessment procedure, using assessment methods and tools specified</p> <p>j. Gather evidence for those with special needs, in accordance with specified allowable adjustments to the assessment method(s)</p> <p>k. Document the evidence gathered in accordance with the assessment procedure</p>

ELEMENT	PERFORMANCE CRITERIA
22. Make the assessment decision	<ul style="list-style-type: none"> a. Evaluate the evidence gathered in terms of its <ul style="list-style-type: none"> a.1. Validity a.2. Authenticity a.3. Sufficiency a.4. Currency a.5. Consistent achievement of the specified standard b. Make the assessment decision in accordance with the criteria specified in the assessment procedure c. Seek guidance, if in doubt, from a more experienced assessor(s) nominated in the assessment procedure
23. Record assessment results	<ul style="list-style-type: none"> a. Record assessment results promptly and in accordance with the specified assessment procedure b. Record assessment results accurately in accordance with the specified record keeping requirements c. Provide access to the assessment records only to authorised personnel d. Maintain confidentiality of assessment outcome
24. Provide feedback to person(s) being assessed	<ul style="list-style-type: none"> a. Discuss and confirm performance with the person(s) being assessed b. Give clear and constructive feedback to the person(s) being assessed c. Explore with the person(s) being assessed ways of overcoming any gaps in their competency revealed by assessment d. Give guidance on further goals/training opportunities, if appropriate e. Advise and confirm with person(s) being assessed reassessment opportunities and/or review appeal mechanisms available where the assessment decision is challenged
25. Report on the conduct of the assessment	<ul style="list-style-type: none"> a. Report on positive and negative features experienced in conducting assessment to those responsible for the assessment procedure b. Record and report promptly any assessment decision disputed by the person(s) being assessed to those nominated in the assessment procedure c. 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
15. Assessment guidelines	<p>t. This unit forms part of the assessment guidelines developed (and endorsed) by the Transport and Distribution Industry Training Advisory Body</p> <p>u. 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"> u.1. The purpose and process of assessment u.2. Competencies and certification requirements of assessors u.3. Record keeping procedures and policies u.4. 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 u.5. Quality assurance procedures u.6. Apportionment of costs/fees (if applicable) u.7. Marketing/promotion of assessment u.8. Enterprise policies for special needs support <p>v. The assessment guidelines specify the following</p> <ul style="list-style-type: none"> v.1. Recording procedure v.2. Appeal/review mechanism v.3. Assessment methods to be used v.4. Assessor arrangements i.e. individual or partnership v.5. Evidence required v.6. Location v.7. Allowable adjustments for persons with special needs
16. Purpose of assessment	<p>jj. Assessment may be used for one or more purposes such as</p> <ul style="list-style-type: none"> jj.1. Diagnosing performance jj.2. Performance evaluation against a benchmark jj.3. Awarding a qualification jj.4. Providing a statement of attainment (where all units of competency for the qualification are not met) jj.5. Confirming progress in learning jj.6. Recognising prior learning jj.7. Current competency
17. Assessor arrangements	<p>r. Assessment may be conducted by individuals or partnerships arrangements where the following requirements are met</p> <ul style="list-style-type: none"> r.1. An assessor holding this unit and the Unit <i>Plan and Review Assessment</i> working alone r.2. A team comprising subject knowledge expert(s) and assessment expert(s) r.3. An assessor working in conjunction with the trainer, supervisor mentor of the person(s) being assessed or with a more experienced assessor r.4. Specified needs of competence r.5. Competence in the units of competency being assessed r.6. Knowledge of the nature and impact of Training Reform within the Transport and Distribution Industry, including and overview of the assessment process

Range Of Variables

CONDUCT ASSESSMENT IN ACCORDANCE WITH AN ESTABLISHED ASSESSMENT PROCEDURE

(Continued)

18. Assessment methods and tools	<p>d. Assessment methods may include methods appropriate for the holistic assessment of a unit (Or units) of competency and may include a combination of</p> <p>d.1. Direct observation of performance, products practical tasks, projects and simulation exercises</p> <p>d.2. Review of log books and portfolios</p> <p>d.3. Questioning</p> <p>d.4. Consideration of third party reports and authenticated prior achievements</p> <p>e. To assist in collating evidence the following may be provided to assessors</p> <p>e.1. Performance Guides for practical tasks, log books and portfolios, simulation exercises and projects to enable checking of required characteristics</p> <p>e.2. Sets of questions to be asked</p> <p>e.3. These methods may be used in combination in order to provide sufficient evidence to make a judgement</p>
19. Assessment location and timing	<p>k. 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>l. Assessment may occur over time and include both formative and summative components</p>
20. Assessment group size	<p>a. Assessment may involve assessing one person or a group of people</p>
21. Special needs of being person(s) being assessed	<p>a. 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>b. 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>
22. Assessment Reporting	<p>a. Final assessments will record the unit(s) of competency in terms of code, title and endorsement date</p> <p>b. 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

25. Critical aspects of evidence to be considered	<p>d. Assessment must confirm the appropriate knowledge and skills to</p> <p>d.1. Interpret and follow the Transport and Distribution Industry Training Advisory Body Assessment Guidelines</p> <p>d.2. Follow the registered provider approved assessment system</p> <p>d.3. 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</p> <p>d.4. Conduct assessments within the context of National Training Framework and Australian Recognition Framework agreements and policies</p> <p>d.5. Application of communication and interpersonal skills to minimise conflicts and promote a supportive assessment environment</p>
26. Interdependent assessment of units	e. This units of competency may be assessed in conjunction with other units that form part of a job role or function
27. Required knowledge and skills	<p>f. Displays the following knowledge and skills in terms of job role or function</p> <p>f.1. Applications of Transport and Distribution Competency Standards and Australian Qualifications Framework (AQF) in the enterprise</p> <p>f.2. Relationships of units of competency and enterprise industrial agreements and skill based classification systems</p> <p>f.3. 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)</p> <p>f.4. Applications of the relevant enterprise policies and procedures that apply to that work and (any) related legislation on regulatory requirements</p>
28. Resource implications	<p>i. Access to relevant units of competency, industry endorsed assessment guidelines and registered provider assessment policies and systems</p> <p>j. 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>
29. Consistency in performance	<p>z. Applies knowledge and skills when</p> <p>z.1. Identifying evidence context, purpose, methods and outcomes to participant</p> <p>z.2. Establishing and organising opportunities for assessment</p> <p>z.3. Using assessment methods and tools</p> <p>z.4. Making judgements concerning appropriate performance</p> <p>aa. Shows evidence of requiring consistent application by candidates of the application of workplace policies and procedures</p> <p>bb. Recognises and uses mechanisms to deal appropriately with cultural differences and assessment participants with special needs</p> <p>cc. Contributes to reviews of assessment procedures and systems; evaluation and validation processes; competency standards; assessment tools</p> <p>dd. 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>
30. Context for assessment	d. 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

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
1. Establish evidence required	<ul style="list-style-type: none"> a. Establish the evidence required to infer competency from the endorsed competency standards b. Specify evidence requirements to assure valid inferences of competency c. Specify evidence requirements for the assessor to authenticate the performance/product of the person(s) being assessed d. Specify sufficient evidence on which to base valid inferences e. Specify evidence requirements which will confirm that competency is current f. Specify sufficient evidence to show consistent achievement of the specified standards g. Identify opportunities to consolidate evidence gathering activity h. Establish the cost of gathering the required evidence.
2. Establish suitable assessment method(s)	<ul style="list-style-type: none"> a. Select assessment methods which are appropriate for gathering the type, and amount of, evidence required b. Propose suitable adjustments in the assessment method to cater for those person(s) being assessed who have special needs
3. Develop simple assessment tools	<ul style="list-style-type: none"> a. Design assessment tool(s) to gather valid, reliable, sufficient evidence or to complement the use of other assessment tools in gathering evidence b. Design an assessment tool which is clear and comprehensible both to those conducting the assessment and to those being assessed c. Verify that the assessment tool permits flexible, fair and safe assessment to occur d. Verify that the assessment tool is cost-effective in gathering required evidence e. Prepare instructions for use specifying any adjustments which can be made to address the requirements of people being assessed who have special needs
4. Review evidence requirements, assessment methods and assessment tools	<ul style="list-style-type: none"> a. Trial assessment methods and assessment tools with people similar to those who will ultimately be assessed b. Evaluate the assessment methods and tools for: <ul style="list-style-type: none"> b.1. clarity b.2. reliability b.3. validity b.4. fairness b.5. cost effectiveness c. Make improvements and changes to the assessment method and assessment tools in the light of the evaluation of the pilot exercise d. 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
5. Periodically review the assessment procedures	<ul style="list-style-type: none"> a. Comply with the review process established by the enterprise, industry or training authority b. 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 any agency identified under legislation) c. Document and evaluate review activities and substantiate review findings d. Make recommendations for changes to the assessment procedure in the light of the review outcomes to the appropriate person(s) e. Make effective contributions to system-wide reviews of the assessment process

Range Of Variables

EXTENSION UNIT - PLAN AND REVIEW ASSESSMENT

VARIABLE	SCOPE
1. Review procedures and review responsibilities	<p>a. 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>a.1. The review/evaluation of the assessment process may allow for:</p> <p>a.1.1. continuous monitoring and improvement</p> <p>a.1.2. periodic formal evaluation</p> <p>a.1.3. a combination of continuous monitoring and formal evaluation</p> <p>a.2. The review responsibilities of the assessor may be specified in the registered provider assessment system. They may include responsibility for such matters as:</p> <p>a.2.1. reviewing the assessment procedure at a specific site (enterprise or training establishment) and then making recommendations for improvement</p> <p>a.2.2. reviewing the assessment procedure conducted across sites (enterprises or training establishments) and then making improvements</p> <p>a.2.3. reporting challenges to assessment decisions to the appropriate person(s)</p> <p>a.2.4. reporting to the appropriate person(s) any difficulties or unusual occurrences in conducting the assessment and then making recommendations for improvement</p> <p>a.3. Review activities should take into account the following aspects:</p> <p>a.3.1. number of persons being assessed</p> <p>a.3.2. duration of assessment procedure</p> <p>a.3.3. organisational constraints within which assessors must operate</p> <p>a.3.4. Occupational Health and Safety factors</p> <p>a.3.5. relationship of the assessor to other people in the assessment process</p> <p>a.3.6. frequency of assessment procedure</p> <p>a.3.7. budgetary restraints</p> <p>a.3.8. information needs of relevant organisations such as affirmative action agencies</p> <p>a.3.9. effective operation of each component of the assessment system or procedure</p> <p>a.3.10. support needs and further training needs of assessors</p> <p>a.3.11. the validity of specified evidence requirements assessment methods and instruments</p> <p>a.3.12. special needs consideration of person(s) being assessed</p> <p>a.3.13. industrial relations implications</p> <p>a.3.14. consistency of assessment practices and decisions</p> <p>a.3.15. levels of flexibility in the assessment procedure used</p> <p>a.3.16. fairness of the assessment procedure used</p> <p>a.3.17. efficiency and effectiveness of the assessment procedure</p>
2. General context	<p>a. Assessment may be on the job or in a simulated setting, utilising a range of methods, locations and contexts</p> <p>b. Outcomes of assessment impact on organisational effectiveness</p> <p>c. Work is performed under some supervision, generally within a team environment</p> <p>d. Customers may be internal or external</p> <p>e. Enterprises may comprise large, medium or small worksites</p> <p>f. Work may be undertaken in various Stevedoring work environments</p> <p>g. 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>h. Operations conducted by day or night</p>

Range Of Variables

EXTENSION UNIT - PLAN AND REVIEW ASSESSMENT

(Continued)

<p>3. Sources of information/documents may include</p>	<ul style="list-style-type: none"> a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information b. Manufacturer's specifications c. Enterprise operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Codes of Practice g. Legislation and Regulations h. Award, Enterprise Bargaining Agreement, other industrial arrangements i. Standards and certification requirements j. Quality assurance procedures
<p>4. Workplace context may include</p>	<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 c.6. registered training provider personnel
<p>5. Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to</p>	<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. Equal Employment and Equal Employment Opportunity Legislation j. State/Territory Training Authority Legislation and Regulations k. Emergency Procedures

Evidence Guide

EXTENSION UNIT - PLAND AND REVIEW ASSESSMENT

1. Critical aspects of evidence to be considered	<p>a. 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>a.1. Assessment must confirm the appropriate knowledge and skills to</p> <p>a.1.1. Assist in the design of registered provider assessment review systems</p> <p>a.1.2. 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</p> <p>a.1.3. Provide useful recommendations on improvements (written and oral) to the assessment process (personal practice and provider policy)</p> <p>a.1.4. Make appropriate reports to persons with responsibility for the system</p> <p>a.1.5. Report system improvements and non-conformities</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	<p>a. Displays the following knowledge and skills in terms of job role or function:</p> <p>a.1. Apply basic evaluation methodologies to reviewing the implementation efficiency and effectiveness of the assessment process</p> <p>a.2. Support other assessors in the review of the registered provider assessment policy</p> <p>a.3. Obtain from participants, and other relevant personnel feedback on the outcomes of assessment for individuals and the enterprise</p>
4. Resource implications	<p>a. Access to assessments, others assessors and appropriate registered provider assessment system and mechanisms to organise evaluation data</p>
5. Consistency in performance	<p>a. Shows evidence of application of relevant workplace procedures including:</p> <p>a.1. Use of review, evaluation and validation instruments and processes from industry assessment guidelines; registered provider; State /Territory education and training authorities</p> <p>a.2. Participating in review procedures for assessment at the registered provider and state/national provider level</p> <p>a.3. Evaluation of own assessment plans and procedures</p> <p>b. Applies knowledge and skills when:</p> <p>b.1. Analysing units of competency and devising simple methods and tools for evidence gathering</p> <p>b.2. Selecting representative sample(s) for trialing of assessment tools/methods</p> <p>b.3. Planning assessment sequences (formative and summative) and provision of feedback to assessees</p> <p>b.4. Identifying appropriate evidence for evaluation/validation purposes</p> <p>b.5. Analysing evidence from own assessments and improving personal performance</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
3	2	3	3	3	3	3

DESCRIPTION:

This unit of competency 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
1. Identify appropriate assessment tools	<ul style="list-style-type: none"> a. Determine the range of available assessment tools appropriate to assessment contexts and characteristics of person(s) being assessed b. Identify any shortfall or inadequacies in the range of relevant assessment tools available c. Identify and select assessment tools consistent with assessment purposes and procedures d. Determine the nature and range of reasonable adjustment allowed for each assessment tool
2. Assemble assessment tools	<ul style="list-style-type: none"> a. Design or modify existing assessment tools so that their format, language, literacy and numeracy requirements are appropriate to the characteristics of the assessors, person being assessed and the assessment context b. Verify that the assessment tools maintain validity but are easy to administer and allow sufficient flexibility to meet the range of possible assessment contexts c. Verify that the assessment tools designed and/or selected are valid and maximise reliability, flexibility and fairness d. Modify existing assessment tools when required to meet the particular assessment needs of assessors, person(s) being assessed and the particular contexts in which assessment is to be conducted
3. Trial and review assessment tools	<ul style="list-style-type: none"> a. Identify the criteria used to evaluate the outcomes of trials will be evaluated b. Determine representative groups for trial assessment events c. Conduct trials and seek responses from all involved parties d. Compile and analyse responses from trials e. Modify assessment tool(s) based on the responses to the trials

Range Of Variables

DEVELOP ASSESSMENT TOOLS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Assessment tools may be used on the job or in a simulated setting b. Assessment tools may be required to be used in a single site or multi site operation c. Outcomes of assessment impact on organisational effectiveness d. Work is performed under some supervision, generally within a team environment e. Customers may be internal or external f. Enterprises may comprise large, medium or small worksites g. Work may be undertaken in various work environments h. Operations conducted by day or night
2. Sources of information/documents may include	<ul style="list-style-type: none"> a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information b. Manufacturer's specifications c. Enterprise operating procedures and policies d. Supplier and/or client instructions e. Materials safety data sheets f. Codes of Practice g. Legislation and Regulations h. Award, Enterprise Bargaining Agreement, other industrial arrangements i. Standards and certification requirements j. Quality assurance procedures
3. 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 and 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 c.6. Registered training provider personnel
4. Applicable State/Territory/Commonwealth regulations may include but are not limited to	<ul style="list-style-type: none"> a. Occupational Health and 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. Equal Employment and Equal Employment Opportunity Legislation j. State/Territory Training Authority Legislation and Regulations k. Emergency Procedures
5. Purpose of assessment	<ul style="list-style-type: none"> a. Assessment may be used for one or more purposes such as <ul style="list-style-type: none"> a.1. Diagnosing performance a.2. Classifying an employee in terms of a skills-based award a.3. Confirming an employee's competency for the purposes of career advancement/job level a.4. Awarding a classification a.5. Providing a statement of attainment a.6. Confirming progress in learning a.7. Recognising prior learning

Range Of Variables

DEVELOP ASSESSMENT TOOLS

(Continued)

VARIABLE	SCOPE
6. Characteristics of person(s) being assessed	<ul style="list-style-type: none"> a. Significant characteristics which may need to be taken into account during assessment may include <ul style="list-style-type: none"> a.1. Language, literacy and numeracy levels a.2. Cultural background a.3. Non-English speaking background a.4. Disabilities a.5. Shift worker a.6. Older employees a.7. Gender a.8. Experience in assessment a.9. Nervousness or anxiety
7. Appropriateness of evidence types	<ul style="list-style-type: none"> a. Appropriateness of evidence may include <ul style="list-style-type: none"> a.1. Cost effectiveness a.2. Practicability a.3. Communication skills of person(s) being assessed a.4. Assessment experience and special needs of person(s) being assessed
8. Assessment policy	<ul style="list-style-type: none"> a. There may be enterprise/provider policies or agreement(s) on assessment covering all or some of the following <ul style="list-style-type: none"> a.1. Purposes of assessment a.2. Industrial relations issues a.3. What and who is to be assessed a.4. Timing of assessments a.5. Links to other human resources functions a.6. Record keeping requirements a.7. Recognition of prior learning a.8. Development costs and resources a.9. Evaluation
9. Assessment methods	<ul style="list-style-type: none"> a. Assessment methods may include combinations of <ul style="list-style-type: none"> a.1. Direct observation of performance or product a.2. Practical tests a.3. Projects a.4. Written/oral/computer-based questioning a.5. Simulation exercise(s) a.6. Consideration of third party reports and self and peer assessment a.7. Authenticated prior achievements
10. Evidence gathering tools	<ul style="list-style-type: none"> a. Evidence gathering/assessment tools may include <ul style="list-style-type: none"> a.1. Specific instructions to be given in relation to the performance of practical tasks or processes or simulation exercises a.2. Specific instructions to be given in relation to the production of projects and exercises a.3. Sets of oral/written/computer-based questions a.4. Performance checklists a.5. Log books a.6. Marking guides b. A number of these tools may be used in combination in order to provide enough evidence to make a judgement
11. Relevant parties	<ul style="list-style-type: none"> a. Relevant parties may include <ul style="list-style-type: none"> a.1. Assessors a.2. Person(s) being assessed a.3. Union representatives a.4. Joint consultative committees a.5. Users of assessment information such as Registered Training Organisation, employers, human resource department a.6. State Training Authorities
12. Assessment location	<ul style="list-style-type: none"> a. Assessment may occur <ul style="list-style-type: none"> a.1. In the workplace - on or off the job a.2. In a training establishment/centre or simulated work environment a.3. In a combination of locations to suit the units of competency being assessed

Range Of Variables

DEVELOP ASSESSMENT TOOLS

(Continued)

VARIABLE	SCOPE
13. Operational constraints	<p>a. Operational constraints may include</p> <ul style="list-style-type: none"> a.1. Time available for assessment a.2. Relative cost of evidence gathering strategies a.3. Availability of assessors a.4. Availability of experts in the vocational area to be assessed a.5. Availability of person(s) being assessed because of matters such as rosters, shift work a.6. Geographical location of person(s) being assessed
14. Record systems	<p>a. Record system may include</p> <ul style="list-style-type: none"> a.1. Paper based systems a.2. Computer-based systems using magnetic or optical storage a.3. Combination of both paper and computer based systems <p><i>NB: Statutory and legislative requirements for maintaining records may vary in state/territories</i></p>
15. Special needs of being person(s) being assessed	<ul style="list-style-type: none"> a. 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 disabilities or with literacy, numeracy or language difficulties, those who come from non-English speaking backgrounds, or anxious or inexperienced candidates. b. Examples of reasonable adjustments include provision of personal support services (eg: Auslan interpreter, reader, interpreter, attendant career, scribe), user of special equipment (eg: 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

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm the appropriate knowledge and skills to</p> <p>a.1. Select appropriate tools to gather evidence type(s) relevant to the competencies being assessed</p> <p>a.2. Choose the evidence types which are appropriate to the assessment contexts and meet operational constraints</p> <p>a.3. Design assessment tools with regard to sufficiency, currency, consistency and authenticity and to take into account the characteristics of person(s) to be assessed</p> <p>a.4. Design flexible assessment methods and tools that can be contextualised for different environments, participant needs and special circumstances</p> <p>a.5. Select a sample audience and trial assessment tools making appropriate adjustments</p> <p>a.6. Design assessment tools which will provide time and cost effective assessments</p> <p>a.7. Establish an evaluation criteria for assessment tools</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units, which form part of a job role.</p>
3. Required knowledge and skills	<p>a. Displays in job role the underpinning knowledge and skills including</p> <p>a.1. Transport and Distribution Competency Standards and Assessment Guidelines</p> <p>a.2. Analysis of units of competency to determine appropriate indicators of competency evidence requirements</p> <p>a.3. Application of assessment methods and tools to elicit appropriate evidence, in a workplace context, from target audience</p> <p>a.4. Compliance with requirements for copyright and other regulatory requirements</p>
4. Resource implications	<p>a. Access to a target audience, unit(s) of competency to be assessed, and resources for the development of assessment methods and tools</p>
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <p>a.1. Justifying selection of tools and evidence gathered in terms of the units of competency; time and costs; ease of use by participants and assessors</p> <p>a.2. Adjusting assessment methods and tools to particular contexts</p> <p>a.3. Designing assessment to account for recognition of current competency and for identification of development needs</p> <p>a.4. Evaluating appropriate assessment tools for the target audience</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
3	3	3	3	3	3	3

DESCRIPTION:

This unit covers the skills required to safeguard assets and facilities through the development and application of effective security controls.

ELEMENT	PERFORMANCE CRITERIA
9. Develop and implement security programs	<ul style="list-style-type: none"> n. Adequacy of insurance cover is determined. o. Adequacy of physical protection over assets & facilities is determined. p. Methods to improve security requirements are assessed and recommended. q. Breakdowns/breaches of security are recorded and reported. s. Staff are consulted regularly regarding security programs. t. Improvements to security procedures are implemented. u. Input is given to assist in the preparation of coronial reports and enquires. v. Statements are gathered and reports prepared which assist in the issuance of summonses.
10. Monitor and evaluate security programs	<ul style="list-style-type: none"> a. Reports and statements produced where security has broken down/been breached, are analysed and conclusions documented. b. Security procedures are regularly monitored to ensure their implementation. c. Testing and evaluation of security systems regularly occurs to ensure effectiveness.

Range Of Variables

ADMINSTER SECURITY OF ASSETS AND FACILITIES

VARIABLE	SCOPE
1. General context	g. Work is performed under some supervision, generally within a team environment.
18. Worksite environment may include	g. Equipment may include: g.1. insurance notes and information g.2. organisation security procedures g.3. documentation of physical protection facilities g.4. security programs
19. Sources of information/documents may include	a. Organisation security reports b. Coronial reports and enquires c. Relevant staff and management d. Event statements e. Summonses
20. Workplace context may include	m. Work organisation procedures and practices: m.1. financial/administrative procedures m.2. security procedures n. Coding identification of assets may include: n.1. stocktakes n.2. assets register (coded and labelled) n.3. monitoring insurance requirements o. Regular insurance assessments may include: o.1. conditions of insurance o.2. insurance assessment of premises o.3. monitoring insurance requirements
21. Applicable State/Territory/Commonwealth regulations and legislation may include	o. Occupational Health & Safety p. insurance legislation q. legislation in regard to security breach

Evidence Guide

ADMINISTER SECURITY OF ASSETS AND FACILITIES

1. Critical aspects of evidence to be considered	<p>e. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> e.1. locate, interpret and apply relevant information e.2. work effectively with others e.3. maintain workplace records e.4. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context e.5. 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. work place and government policies, procedures and standards a.2. relevant operational procedures for accessing, storing, using and securing resources a.3. stock handling procedure a.4. basic financial procedures a.5. relevant operational procedures relating to security of assets and facilities a.6. types and levels of insurance cover a.7. risk management policies a.8. reporting procedures a.9. corporate organisation chart a.10. staff roles, responsibilities and reporting lines a.11. basic legal rights and responsibilities a.12. report writing a.13. written and oral communication a.14. consultation a.15. questioning a.16. listening a.17. analysing a.18. data gathering, collation and presentation a.19. auditing a.20. record keeping a.21. negotiation a.22. interpretation
4. Resource implications	<p>a. Access to insurance information, security procedures and information, assets register, security reports, summonses, statements and reports.</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>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	2	2	2	2	2	2

DESCRIPTION:

This unit covers the skills required to establish and administer effective credit services for customers

ELEMENT	PERFORMANCE CRITERIA
1. Establish and maintain customer credit accounts and services	<ul style="list-style-type: none"> a. Lines of credit and other credit facilities are established and communicated to customers. b. Payment schedules by customers are monitored. c. Debtors regularly identified and listed to initiate follow-up action. d. Debt recovery procedures are initiated and if unsuccessful approval is sought to write off bad debts.
2. Maintain customer information system	<ul style="list-style-type: none"> a. Status of credit accounts is conveyed to customers on a regular basis. b. Statistical returns displaying actual against anticipated performance are prepared. c. Data base information regarding products and services sales on credit is maintained. d. Customer queries are dealt with promptly and courteously. e. Security of data base and data integrity is maintained.

Range Of Variables

MAINTAIN CUSTOMER CREDIT ACCOUNTS AND SERVICES

VARIABLE	SCOPE
1. General context	a. Work is performed under some supervision, generally within a team environment.
2. Worksite environment may include	a. Equipment used may include: <ul style="list-style-type: none"> a.1. computer a.2. intercom system a.3. facsimile machine a.4. calculator a.5. telephone a.6. answering machine a.7. photocopier
3. Sources of information/documents may include	a. Equipment instructions may include: <ul style="list-style-type: none"> a.1. manufacturer's guidelines a.2. training notes a.3. procedures manuals b. Creditor and debtor information and related procedures.
4. Workplace context may include	a. Work organisation procedures and practices including accounting procedures, credit approval procedures, office organisation procedures, record keeping, credit limits, and levels of credit authority. b. Conditions of credit extension policies and any relevant government legislation.
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include	a. Audit and financial legislation

MAINTAIN CUSTOMER CREDIT ACCOUNTS AND SERVICES

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. work effectively with others a.3. maintain workplace records a.4. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.5. follow the designated work plan for the job a.6. apply stringent credit approval facilities
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. local computer software packages, including database a.2. organisation policy and procedures such as credit procedures, debt collection procedures a.3. relevant regulations and legislation a.4. instruments of payment including letters of credit, cheques, promissory notes, bank drafts etc. a.5. oral and written communication skills a.6. problem solving skills a.7. accurate record keeping and management a.8. filing and cataloguing a.9. monitoring accounts a.10. keyboard, word processing and database usage
4. Resource implications	<p>a. Access to credit reports, records, equipment for processing accounts and relevant management and staff.</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 <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>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	2	2	2	2	2	2

DESCRIPTION:

This unit covers the skills required to maintain a small cash holding and record and pay expense claims.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare petty cash documentation	<ul style="list-style-type: none"> a. Requests for petty cash advances are validated and required vouchers prepared. b. Petty cash claims are validated and attached receipts checked. c. Claim documentation is prepared and checked for accuracy before processing. d. Claims and vouchers are presented to nominated person / section for checking and approval appropriate to organisational limits. e. Irregularities are noted and referred to nominated person / section for resolution. f. Details of claims and vouchers are recorded to enable tracing and balancing of cash holding.
2. Conduct cash transactions	<ul style="list-style-type: none"> a. Petty cash is provided against claims and vouchers from cash holding. b. Petty cash returns are secured and return receipts provided. c. Petty cash returns are documented to enable tracing and balancing of cash holding. d. Documented transactions are reconciled against cash held. e. Cash is drawn using organisational procedures to maintain a balance appropriate to normal transaction levels. f. Cash is secured in accordance with organisational security requirements.

Range Of Variables

MAINTAIN PETTY CASH ACCOUNT

VARIABLE	SCOPE
1. General context	a. Work is performed under some supervision, generally within a team environment
2. Worksite environment may include	a. Equipment may include: <ul style="list-style-type: none"> a.1. filing and record keeping system a.2. cash holding box/system a.3. cash transaction record book a.4. relevant computer software b. Recording mechanisms/systems may be paper based or electronic.
3. Sources of information/documents may include	a. Business source documents may include, but are not exclusive to: <ul style="list-style-type: none"> a.1. purchase requisitions a.2. invoices a.3. delivery dockets a.4. bank statements a.5. cash register rolls a.6. purchase orders a.7. receipts a.8. credit notes a.9. remittance advice a.10. deposit books
4. Workplace context may include	a. Work organisation procedures and practices relevant to drawing cash and banking.
5. Applicable State/Territory/Commonwealth regulations and legislation may include	a. OH&S legislation with regard to security procedures relevant to money handling. b. Financial and Audit legislation

Evidence Guide

MAINTAIN PETTY CASH ACCOUNT

1. Critical aspects of evidence to be considered	a. Assessment must confirm appropriate knowledge and skills to: a.1. locate, interpret and apply relevant information a.2. work effectively with others a.3. maintain workplace records a.4. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.5. follow the designated work plan for the job a.6. select and use correct mathematical procedures.
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	a. Displays in job role knowledge and skills including: a.1. organisational policies and procedures a.2. budgeting a.3. cash handling procedures a.4. security procedures a.5. business source documentation a.6. electronic and paper based recording systems a.7. written and oral communication skills a.8. basic numeracy a.9. balancing petty cash accounts a.10. distribution of information a.11. checking and sorting cash and associated documentation
4. Resource implications	a. Access to petty cash, account keeping books and relevant documentation.
5. Consistency in performance	a. Applies underpinning knowledge and skills when: a.1. describing consequences a.2. completing tasks a.3. identifying improvements a.4. applying safety precautions relevant to the task b. Shows evidence of application of relevant workplace procedures including: b.1. job procedures and work instructions b.2. quality procedures (where existing) b.3. security procedures b.4. following enterprise housekeeping 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	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

Transport and Distribution Training Australia

Australian Rail Industry

Contextualisation Statement

Draft (11-3-98)

The following *Contextualisation Statement* is provided as an aid to trainers, assessors and others who need to apply cross-industry standards and standards from other industries in *Rail Industry* contexts. It provides additional information in the form of a 'Range of Variables' and an 'Evidence Guide' to assist those interpreting the standards to understand critical aspects of the Rail Industry context including the types of equipment, facilities, infrastructure, tools and procedures involved, and critical underpinning knowledge and skills particularly related to safeworking and operational efficiency and effectiveness of rail operations

The statement should be read in conjunction with the existing Ranges of Variables and Evidence Guides of the competency units concerned. The additional information should be used to ensure that training programs and assessment processes based on the standards, and designed for use with Rail Industry trainees and staff, relate meaningfully to the key aspects and requirements of the Rail Industry context.

Range Of Variables

VARIABLE	SCOPE
1. General context <i>(as it applies to the competency unit concerned)</i>	<ul style="list-style-type: none"> a. Work is performed under appropriate level of supervision, generally within a team environment. b. Motive power units, rolling stock, related equipment, infrastructure and facilities may include all those in service within Australian rail systems
2. Worksite environment may include <i>(as it applies to the competency unit concerned)</i>	<ul style="list-style-type: none"> a. Operations will usually be conducted by day or night in all relevant weather conditions. b. Equipment may include materials, facilities, structures, vehicles, components of rolling stock and motive power units, machinery, and infrastructure relevant to the standard concerned and required for safe, efficient and effective rail operations. c. Fault conditions and related fault finding and diagnostic techniques may include those relevant to the standard concerned and required for safe, efficient and effective rail operations. d. Rail products and services may include all of those provided within the Australian Rail Industry e. Customer service standards may include those relevant to the standard concerned and specified by rail industry organisations for the comfort, convenience and safety of their passengers and customers. f. Tools and instrumentation may include those relevant to the standard concerned and needed to safely, efficiently and effectively carry out the installation, commissioning, maintenance and/or operational activities necessary in a well-functioning railway system. g. Safety hazards and hazard prevention measures will include all those specified in statutory and organisational requirements for occupational health and safety and the safeworking of the railway system.
3. Sources of information / documents may include	<ul style="list-style-type: none"> a. Documentation / records may include: <ul style="list-style-type: none"> a.1. rail organisations' published procedures and regulations a.2. emergency procedures for typical Rail Industry situations a.3. train consists a.4. inspection reports a.5. routine reports a.6. equipment log books a.7. manufacturer's specifications and instructions a.8. maintenance specifications, notices, records and requests b. Documentation / records may be in the form of: <ul style="list-style-type: none"> b.1. hard copy procedures and instructions b.2. computer files / records b.3. forms and pro-forma reports b.4. operating and maintenance manuals
4. Workplace context may include	<ul style="list-style-type: none"> a. Typical Rail Industry work organisation procedures and practices b. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> b.1. Rail Industry workplace agreements and awards b.2. State, Federal or Territory legislation and related regulations as they apply to rail operations
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> a. Applicable procedures and codes may include <ul style="list-style-type: none"> a.1. OH&S legislation, regulations, licence requirements, codes of practice, policies and procedures, as they apply to the operations of the Australian Rail Industry a.2. Rail Industry safeworking practices and procedures a.3. local authority regulations and instructions as they apply to rail operations a.4. Relevant environmental protection legislation and regulations a.5. Australian Standards and Codes that relate to the construction and maintenance of infrastructure and the operations of the Australian Rail Industry a.6. State/Territory Wiring Rules a.7. <i>Railways of Australia Code of Practice and Conditions for the Carriage of Dangerous Goods</i>

Evidence Guide

<p>1. Critical aspects of evidence to be considered <i>(as they apply to the competency unit concerned)</i></p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. Operate in compliance with all safety, OH&S and other statutory and organisational requirements applying to the Australian Rail Industry and relevant to the standard concerned. a.2. Interpret and communicate operational information a.3. Complete all require procedures for the start up, operation and shut down of relevant equipment a.4. Manoeuvre and position vehicles and motive power units where required a.5. Respond to warning devices and gauges a.6. Operate maintain and service Rail Industry tools, instruments and equipment, as required a.7. Complete all documentation relevant to the Rail organisation concerned
<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 of the person concerned. This may include units from both Rail Industry and other standards</p>
<p>3. Required knowledge and skills <i>(as they apply to the competency unit concerned)</i></p>	<p>a. Knowledge of rail equipment may include:</p> <ul style="list-style-type: none"> a.1. principles, purpose and location of equipment controls a.2. operating procedures and control functions a.3. correct use of performance monitoring devices a.4. correct use of safety equipment a.5. ancillary system procedures a.6. complying with operational limits a.7. adjustment for safe and effective operation a.8. managing hazardous operational situations <p>b. Knowledge of rail infrastructure may include:</p> <ul style="list-style-type: none"> b.1. components of rail infrastructure and their functions b.2. track/bridge limitations b.3. signalling functions b.4. speed limits b.5. gauge limitations b.6. gradients and curves b.7. curfews b.8. yard and siding layouts <p>c. Typical rail industry documentation requirements and procedures</p> <p>d. Safeworking systems and requirements</p> <p>e. Track protection procedures and regulations</p> <p>f. Organisational policies and procedures</p> <p>g. OH&S legislation, codes of practice, policies and procedures</p> <p>h. Rail industry communication techniques and requirements</p> <p>i. Working as part of a Rail Industry team</p> <p>j. Operating electronic communications equipment to required Rail Industry protocol</p>
<p>4. Resource implications</p>	<p>a. Access is required to relevant rail facilities, rolling stock, equipment, motive power units, infrastructure and operational situations in a real or appropriately simulated Rail Industry environment.</p>
<p>5. Consistency in performance</p>	<p>a. Applies relevant underpinning Rail Industry knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. completing tasks a.2. identifying improvements a.3. applying safety precautions relevant to the task a.4. assessing operational capability of equipment used and work processes selected <p>b. Shows evidence of application of relevant Rail Industry workplace procedures including:</p> <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 machinery and equipment capability and limitations b.5. quality procedures (where existing) b.6. security procedures b.7. following enterprise housekeeping processes b.8. waste, pollution and recycling management processes <p>c. Action taken promptly, accidents and incidents reported in accordance with Statutory requirements and Rail Industry/organisational 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 facilities.</p>
<p>6. Context for assessment</p>	<p>a. Assessment may occur on the job, or in a suitable simulated Rail Industry situation.</p>

IMPORTED UNITS

RESOURCE MANAGEMENT

Clerical	ENT 401	Provide Advice in order to meet current and anticipated client requirements
Clerical	ORG 301	Coordinate own schedule with that of others to achieve agreed group/section goals
Clerical	ORG 302	Organise schedule on behalf of others to achieve group/section goals
Clerical	ORG 401	Plan Business trip and associated itinerary for management/executive to ensure efficient travel
Clerical	ORG 402	Plan meetings to enable the stated objectives of the meeting to be met
Clerical	ORG 502	Plan and manage conferences on behalf of management to achieve identified goals
Clerical	TEM 502	Participate in staff selection to complete work operations

FINANCIAL OPERATIONS

Clerical	FIN 201	Prepare and process financial documents for cash flow and accounting records
Clerical	FIN 301	Maintain daily financial records for accounting purposes